

North East Metro Health Service Partnership

Planned (Elective) Surgery Reform Program

Call for Expressions of Interest to collaborate



The **North East Metro Health Service Partnership (NEMHSP)** is one of three metropolitan clusters of health services delivering system improvement and redesign across a range of services including surgical care. The NEMHSP member organisations are:

- Austin Health
- St Vincent's Hospital Melbourne
- Eastern Health
- Northern Health
- Royal Victorian Eye and Ear Hospital
- Mercy Hospital for Women (Heidelberg)
- Forensicare
- Eastern Melbourne Primary Health Network
- North Western Melbourne Primary Health Network

The **NEMHSP Planned (Elective) Surgery Recovery and Reform Program** has a vision to design and implement contemporary shared service models, with the aim of improving patient outcomes and experience, as well as access, quality and efficiency of care.

The program is seeking to:

- Reduce the total number of people waiting for surgery
- Increase the number of people receiving surgery within the clinically recommended time
- Support patients who are waiting for surgery
- Increase the number of day surgery admissions across identified surgical procedures
- Improve staff and patient experience

The NEMHSP Planned (Elective) Surgery Recovery and Reform Program team is seeking to work in collaboration with General Practitioners on an ongoing basis through membership on these program working groups:

- Digital projects working group
- Orthopaedic clinical network
- Best Care (non-surgical pathways) working group

We are seeking expressions of interest from GPs who are interested in joining these working groups. Our goal is to appoint two GPs to each of the project working groups for a 12-month engagement. You will be reimbursed for your time.

We are also interested in consulting with GPs about our Surgical Access eReferral Dashboard (SAED) project via one-off virtual consultation meetings. You will receive a \$150 gift card as remuneration for this one-hour consultation.

Key information about what is involved

Working group membership

- Attend regular working group meetings:
 - Time required: two hours per month (one hour of preparation and attendance at a one-hour virtual meeting)
 - Frequency of meetings: up to a maximum of one per month
- Support working groups through other collaboration (ad hoc):
 - Participation in planning and running education and consultation events for primary care providers
 - Consultation and advice to NEMHSP Planned (Elective) Surgery Recovery and Reform Program team members via email and/or virtual meetings
 - *Volume and timing of these activities based on availability and planned in consultation with you*
- Duration of engagement: 12 months (to 30 June 2024)
- Reimbursement as per the Stakeholder Reimbursement Policy NWMPHN (or EMPHN Rates Schedule)
- Program onboarding and ongoing support provided by the NEMHSP Planned (Elective) Surgery Recovery and Reform Program team in collaboration with health service GP Liaison Officers and both NWM and EM PHNs
- More information about the working groups is available on the following pages

Surgical Access eReferral Dashboard (SAED) project - one-off consultation

- One-hour virtual consultation
- Organised to suit your schedule
- Consultations to be undertaken in May and June 2023
- \$150 gift card remuneration

Contact: Lily Buch (Project Manager) lily.buch3@austin.org.au ('SAED consultation' in the subject line, please include information about the best way to contact you to organise a consultation session).

Closing date: Wednesday 31 May 2023

More information about the project working groups

Digital projects working group

Surgical Access eReferral Dashboard (SAED)

The Surgical Access eReferral Dashboard (SAED) Project, led by Eastern Health, seeks to provide a public-access dashboard displaying expected wait times for both specialist clinics appointments and for surgery, by health service. The aim is to provide GPs up-to-date wait-time information to inform the referral process.

GP consultation is critical to ensure the project is delivering useful, valuable and accessible information to those who will be using it.

CRM (Customer Relationship Management) - Patient Portal (Future project):

The CRM Regional Pilot Project, led by Austin Health, is currently developing an automated waitlist validation tool for elective surgery waitlists at all participating health services within the HSP. Phase two of this project will involve exploration of GP access to individual patient portals; GP consultation will be critical in this phase (late 2023 or early 2024).

If you:

- Have read the above section “Key information about what is involved”
- Are a general practitioner who refers patients to public hospitals
- Are interested in digital projects and technology (preferred)
- Would like to join the Digital Projects working group

The NEMHSP would love to hear from you.

Contact: Lily Buch (Project Manager) lily.buch3@austin.org.au ('Digital Projects Working Group' in the subject line).

Closing date: Wednesday 31 May 2023

Orthopaedic clinical network

The NEMHSP clinical networks are expert clinical groups aimed at bringing multi-professional teams together to develop strategy for the NEM region. Leading engagements in five speciality areas – Orthopaedics, Gynaecology, Endoscopy, ENT (Ear, Nose & Throat), and General Surgery. The role of each group is to:

- Lead specialty-specific design and implementation of elective surgery reform, and share outcomes of local improvement and transformation projects
- Support additional clinical governance (safety, quality and performance monitoring), aligned to collaborative projects
- Share innovation and learning

The Orthopaedic clinical network is working to implement Enhanced Recovery After Surgery (ERAS) principles across the care osteoarthritis (hip and knee) care pathway. The network is seeking to maximise non-surgical treatment pathways, divert patients from surgery (where appropriate) and reduce the length of stay for patients who progress to total joint arthroplasty.

Membership of the NEMHSP Orthopaedic clinical network is drawn from the network partners and consists of clinical and operational leads, primary care representatives and consumers as required. The group is expected to meet frequently depending on the progress in work being made.

As we progress towards reforms and transition pathways for increased capacity and bed day savings, we would find GP perspective extremely valuable and would like to know if you would be interested in joining the working group for regular (monthly) meetings aimed at collaborative interaction and discussion, learning, and sharing of innovation. NEMHSP is seeking two GP representatives for the Orthopaedic clinical network group for exploring non-surgical management of the patients.

Contact: Priya Khatri (Project Manager) priya.khatri@austin.org.au

Closing date: Wednesday 31 May 2023

Best Care (non surgical) pathways working group

Best Care doesn't always mean surgery. The NEMHSP Planned (Elective) Surgery Recovery and Reform Program includes a range of projects seeking to implement evidence-based non-surgical elements of care in these areas:

- Surgical pre-admission clinics using a Shared Decision Making approach for older patients and those with a high anaesthetic surgical risk
- Allied Health primary contact clinics that seek to optimise patients prior to surgery and divert patients from surgical pathways (where appropriate). These include: Dietician-led Gastroenterology, Hand Therapy, Musculoskeletal Wellbeing clinics

Contact: Mel Gregory (Project Director) mel.gregory@austin.org.au

Closing date: Wednesday 31 May 2023