



Policy System Transformation For Care Integration – A Practical Map

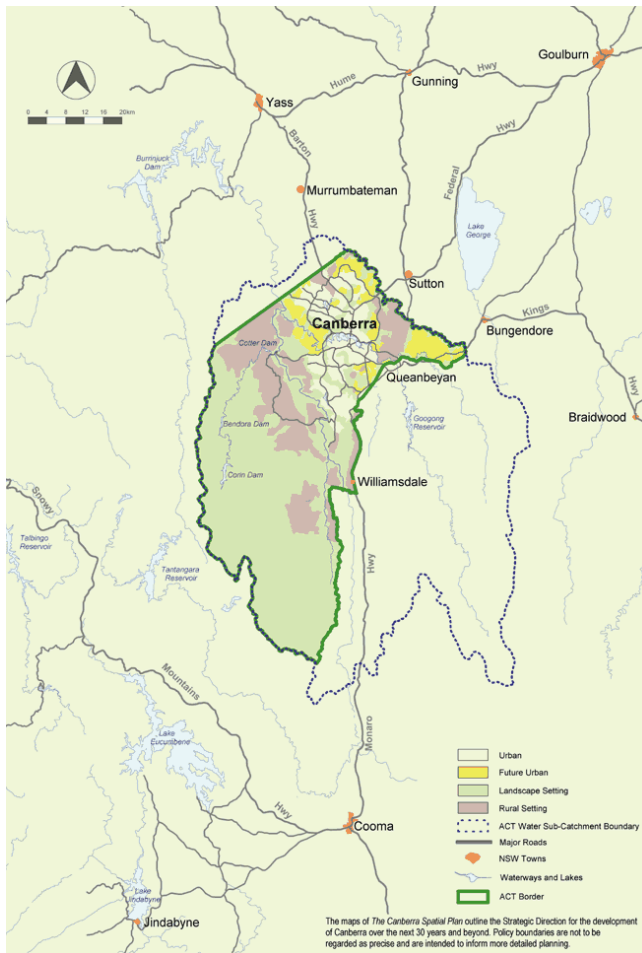
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ACT Demographics



- Area: 2358 sq km
- Population:
 - ACT: ~ 390,000
 - Region: ~ 617,000
 - Tertiary referral acute care 700 – beds
 - NICU
 - Mental Health
 - Ambulatory and community health

Integration – a Practical Map

Integrated Patient Centered Care
What its supposed
to look like.....



Nice, warm, fuzzy feelings

the act or process of combining two or more things so that they work
together

Oxford Dictionary

Integration – a Practical Map

Meanwhile...back in the real world



Policy System

- 1800 + 'official' documents on the data base and growing
- Dispersed governance systems
- High levels of duplication
- 75% due to expire within 12 months
- And it was an accreditation year...

Integration – a Practical Map

Findings

- Not fit for purpose
- Staff were disengaged
- Didn't pass the 4am test



Rule one: Never work without a net.
Rule two: Specify the *type* of net.

The system was focused on its own needs – not the patient

Integration – a Practical Map

Key actions

- Listen - hear the bad news
- Stopped the 'busy' work – Moratorium
- Established guiding principles for the change
 - Patient Centred
 - Consolidation
 - Collaboration
- Established a centralised clinician lead committee that could make decisions and commit resources



Systems and Priorities

- Establish consistent systems – and stuck to them
- Read, Theme, Group and Risk rate and prioritise work
- Archived the old
- Each member had a portfolio that they had to lead
- Facilitated introductions/ collaboration meetings
- Accountability & Empowerment

Outcomes

- Reduced the number of policy/procedure documents by 30%
- Coordinated full collaborative review of 40 key clinical conditions in 12 months
- Archived over 800 documents
- Established sustained clinical engagement and oversight of the policy system
- The patient perspective as a normal way of looking at things
- Connections across the organisation and outside

Thank you

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