

Surgical Recovery and Reform

Driving a patient centred approach to planned surgery preparation list management

Declaration of interest statement

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- Seconded from the Royal Melbourne Hospital and Peter MacCallum Cancer Centre to the Victorian Department of Health.
- Ben will not receive any additional payments for presenting or attending the conference.

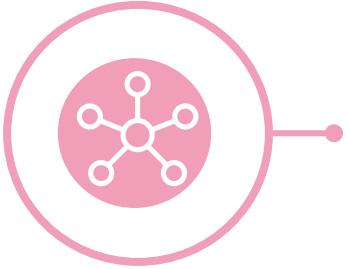
Naomi Bromley

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- Naomi will not receive any additional payments for presenting or attending the conference.

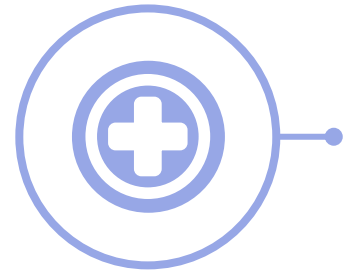
Patient Support Units | Overview

System issue



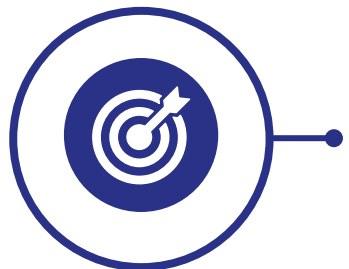
- Over the last decade, Victoria's **planned surgery demand has increased**, due to a growing and ageing population.
- The **COVID-19 pandemic** exacerbated this demand, leading to **further delays in care**.
- To **improve patient access, outcomes and experiences** as well as **system efficiency**, **change** was required.

System design



- To boost surgical activity across the state, in April 2022, the Victorian Government announced a \$1.5 billion **Surgery Recovery and Reform Program**.
- As part of this Program, **Patient Support Units** were developed to provide **on-the-ground support** and deliver **rapid prioritisation** and **assessment** of patients on the planned surgery preparation list (also known as waitlist).

Establishment and impact

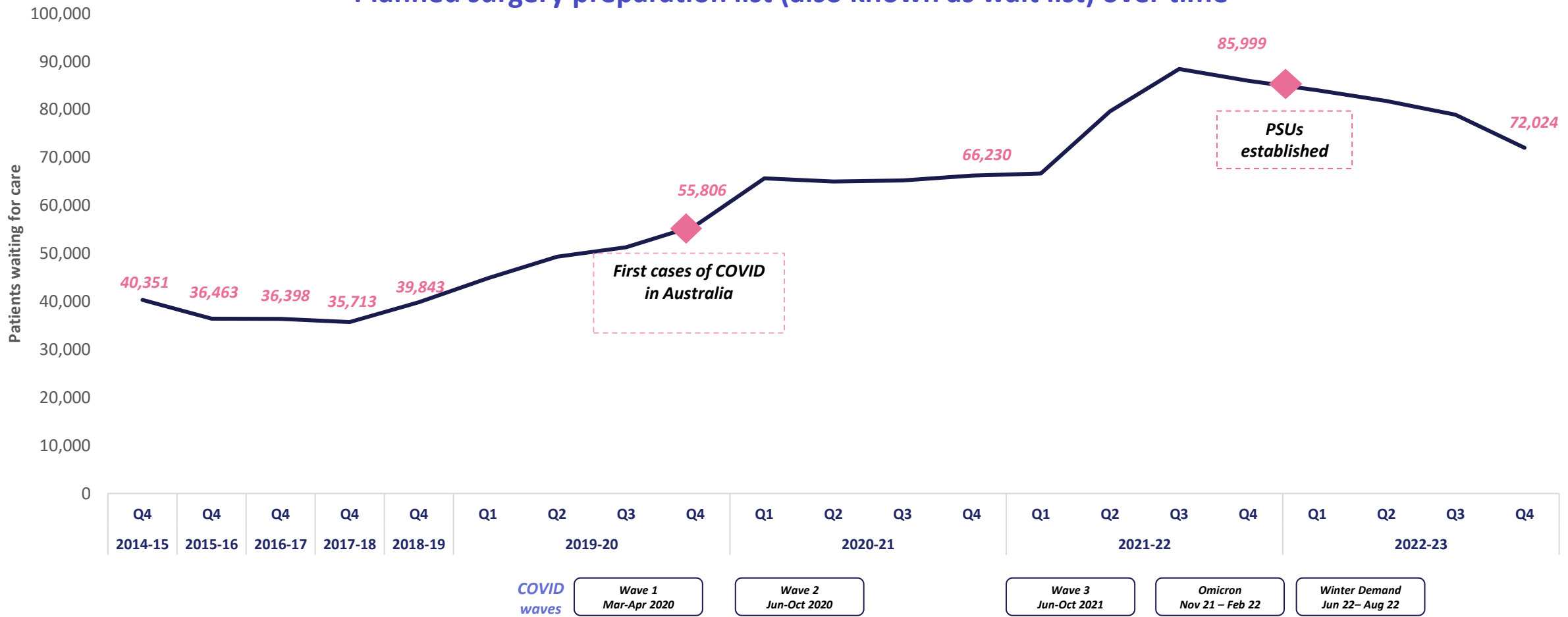


- **Patient Support Units** have been **piloted** at each Elective Surgery Information System (ESIS) health service **across Victoria** (23 in total).
- Quarterly **KPI reporting** is **measuring the impact** for patients on the preparation list.
- A **continuous improvement** approach is driving **ongoing learning** and **innovation**.

Patient Support Units | Identifying the system issue

System issue

Planned surgery preparation list (also known as wait list) over time



Pre-COVID performance

Due to COVID surgery was paused at various times in Victoria due to system capacity impacts

Patient Support Units | Designing an intervention to address the system state

1

Establish aim

Following establishment of the Surgery Recovery and Reform program, a **system aim was identified**:

“To drive sustainable system change, so that more Victorians can get the safe, high-quality care they need, when they need it.”

2

Co-designed

Patient Support Units (the Units) co-designed with the sector to support the system aim.

The Units were designed to facilitate improved communication, engagement and management of patients awaiting planned surgery.

3

Establishment and monitoring

Engaged with stakeholders to **test and implement the Units**. **Change management support** provided.

Quarterly reporting established with a quarterly **forum** to drive **continuous improvement** and **share innovations** across health services.



Preparation list management

- Identify patient **deterioration** and escalate **clinical review**
- Engage in pre-surgical **optimisation**
- Redirection to **alternative (non-surgical) treatment**



Patient experience and communication

- Provide **timely communication** with patients **awaiting planned surgery**
- **Tailored support** for **priority populations** e.g. Aboriginal Victorians, Victorians living with disability and culturally and linguistically diverse community members



Support system integration

- Regular **communication and collaboration** within the HSP
- Quarterly **Patient Support Unit Forum**
- Support integration of **digital referral pathways** and **data sharing**



Monitoring and driving improvement

- **Continuous learning and adaptation** to achieve the intervention aim
- Quarterly **KPI reporting** with **data informing continuous improvement**

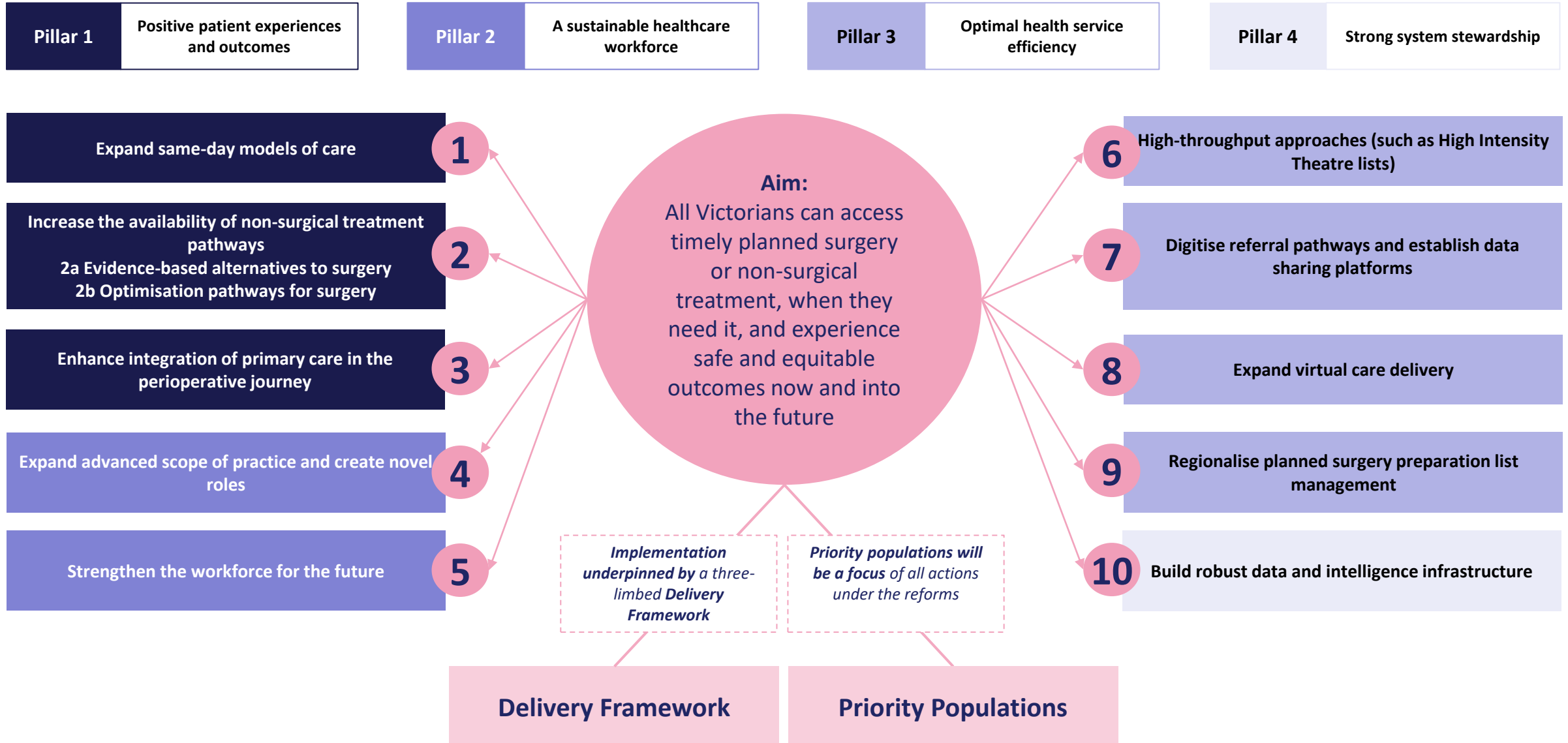


Delivery of the Blueprint reforms

- **Driving delivery** of various reforms set out in the **Planned Surgery Reform Blueprint (see next slide)**

The Blueprint | Aim, Pillars and Reforms

Establishment



Reform 2b: Optimisation pathways for surgery

Goal

To implement and scale new and existing optimisation pathways for surgery, to support a better experience and outcomes across the patient's surgical journey.

Objectives



Improve surgical
recovery and
outcomes



Multidisciplinary
assessment



Improve
hospital
efficiency



Improve access
to optimisation
pathways



Empower
patients to be
involved in
decision
making



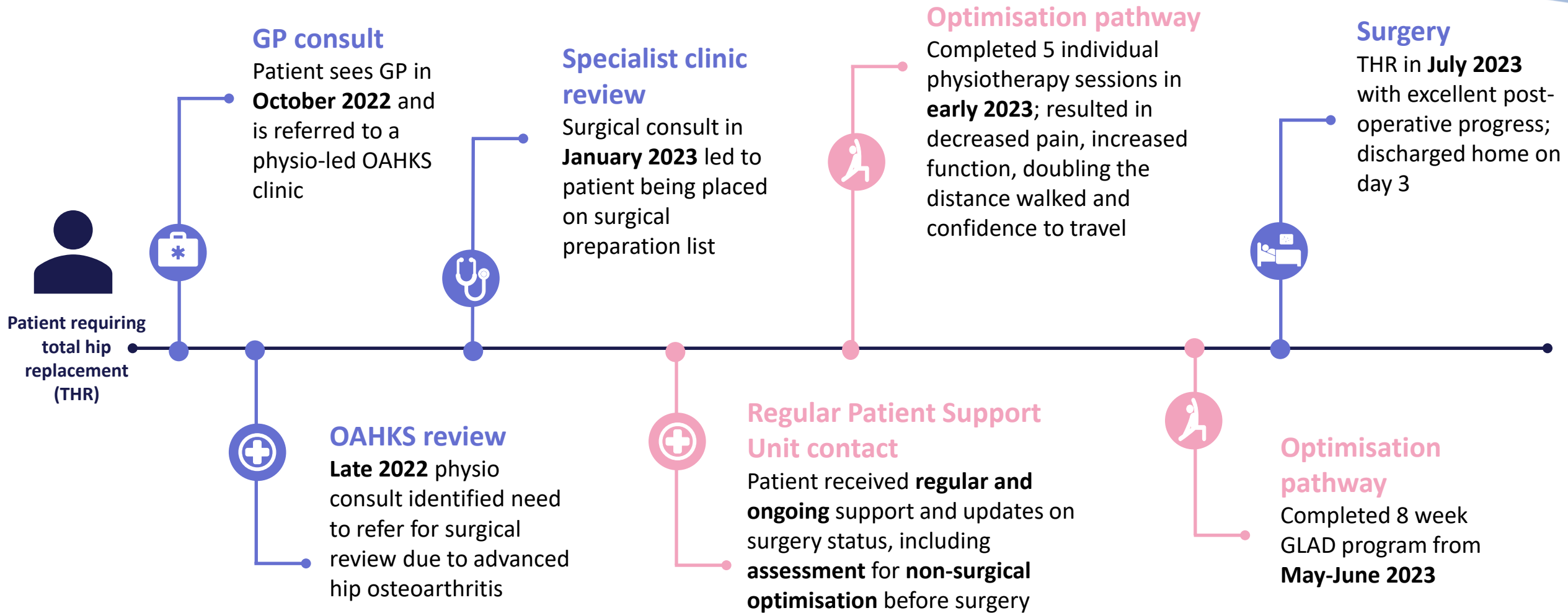
Reduce
variation in
optimisation
pathways



Set clear
expectations
around care

Patient Support Units | Case study: Albury Wodonga Health

Impact



Key:

Routine care pathway

Additional care facilitated by Patient Support Unit

Patient Support Units | Impact of the Patient Support Units

Impact

60,336

Patients engaged and updated about their status on the preparation list

21,037

Patients supported to engage in optimal care pathways

15,783

Total number of patients **removed** from the **preparation list** as part of six monthly validation

44,553

Total number of patients **contacted** to be updated on **treatment plans**

2,266

Total number of patients **removed** from the preparation list to be **treated through alternative pathways**

18,771

Total number of **patients** on the **preparation list** who have been **referred** for pre-surgery **optimisation**

* From October 2022 to June 2023

1

Targeted focus on **tailored engagement** and **support** for **priority populations** on the preparation list.

2

Continuing to drive referral of patients to **non-surgical treatment pathways**, including alternatives to surgery and optimisation, and **identifying** patients suitable for **same-day surgery**.

3

Identify **opportunities** for **digital solutions** to **improve staff efficiency** and **patient experience** whilst on the planned surgery preparation list.

4

Supporting health services to **deliver** the *Planned Surgery Reform Blueprint* and its 10 reforms.



Stay informed - Access Patient Support Unit **resources** via the [Surgery Recovery and Reform SharePoint](#) and [Planned Surgery Bulletin](#).



Recognise opportunities - Identify opportunities in your health service to change traditional models of care and improve patient outcomes and waitlist management.



Get in contact - Email us at surgicalreform@health.vic.gov.au if you have any questions, or would like to **request access** to the SharePoint page and Bulletin.