



Outpatient Reform Program – Upcoming GP Survey

Over the next three years, the Department of Health will be undertaking the Outpatient Reform Program (the Program), a system-wide initiative across Department of Health Divisions and Health Service Providers. The attached Program infographic provides an overview of the approach that will be undertaken to improve the outpatient journey for Western Australians. Achieving this vision involves the participation and commitment of all our stakeholders.

Why we are consulting

As a General Practitioner (GP) you are a key stakeholder and the main external referral source to WA Public Outpatient Services. The Department of Health will work in partnership with the WA Primary Health Alliance (WAPHA) to ensure you are able to provide essential input throughout the Program. Implementation of the upcoming GP Survey is a first step in achieving system reform, and your participation will assist us to identify priority areas and potential actions to be addressed by the Program.

About the GP survey

- The survey contains questions grouped into key areas relating to the outpatient management process, including questions relating to the Central Referral Service (CRS).
- The survey will be available online from **19 November 2018 to 23 December 2018**.
- You will receive an invitation via secure messaging or fax to complete the survey.
- The survey will take approximately 15 minutes to complete.
- Survey responses will remain confidential.
- Survey results will be reported and shared with you – results will be aggregated and not identifiable by individual GP or practice.

Contact

Enquiries about the Program and GP Survey are welcome via email:

Doh.OutpatientReformProgram@health.wa.gov.au or Caitlin Hynes: Ph. 9222 6854.

Outpatient Reform Program

Current projects

Phase 1

Current - February 2019

Primary care sector engagement, business capacity analysis, situational analysis, outpatient reform strategy, single governance structure for outpatient projects.

Contact: Caitlin Hynes



Outpatient Policy

Refreshed policy, standards and supporting information to guide best practice and achieve optimal performance.

Contact: Emma Davies



Referral Management

Electronic support to guide decision-making for GPs. Replacement of CRS Application and identification of a new system for referral management.

Contact: Emma Davies and Sally Skevington



Outpatient Appointment Application

Provision of real-time access for patients to outpatient information and functionality including appointment rescheduling, referral discharge and update of demographic information.

Contact: Jane Atkinson



Central Referral Service Review

Independent review of CRS including critical analysis of current state and options for future models to support improved access to outpatient services.

Contact: Emma Davies



Outpatient Data Quality Improvement Project

Improvements to the quality of outpatient data and system – wide reporting.

Contact: Stewart Sandon



Phase 2

March 2019 - February 2020

The activities and outcomes achieved in Phase 1 will contribute to the identification of priority projects to be undertaken in Phase 2.



Phase 3

March 2020 - June 2021

Development and implementation of additional high value projects.

Outpatient Reform Program

Program Plan

