

Outpatient and Elective Services Improvement Programme

Initiatives for reducing clinical risk, achieving efficiencies and improving the patient experience

BOARD PRIORITIES →

Enhance patient experience

Better outcomes



PROJECT THEMES →

Ensure appropriate governance & staffing

Maximise capacity and manage demand

Utilise available technology

Standardise booking & scheduling practices

Provide patient centred services

Provide quality care & ensure patient safety

PRIORITY 1

Project name (number)

Governance & management of outpatient & elective services initiatives (1) ES/PSC/OPD staffing (2)	Clinic profiles (3)	iPM upgrade (8)	e-referrals (15)	Planned appointments backlog (20) Planned appointments future management (21) Follow-up waitlists (22) Cancer flag (23)
	SOS card (4)	Basic iPM user guides (9)	Internal referrals / Inter-DHB referrals (16)	
	Virtual FSA's (5)	LDDI (10)	Business rules (17)	
	Virtual follow up (6)	Transfer of care (11)	Allied Health services adoption of WDHb outpatient booking & scheduling model (18)	
	Facility development (7)	Suspend functionality in the live wait list (12)	National patient flow (19)	
	Reporting (13)			
	WDHB phone system upgrade (14)			

PRIORITY 2

Anaesthetic pre-assessment (24)	Appointment reminders via text (28)	Surgical waitlist booking form (31)	Patient focused booking (35)
Direct to treatment waitlist (25)	Storage of patient emails (29)	Electronic outcome form (32)	
DNA's (26)	Paper lite clinics (30)	Patient letters (33)	
Outpatient facility utilisation reports (27)		National Prioritisation Tool (34)	

PRIORITY 3

On-line booking system (36)
OPD Whiteboard (37)
Telehealth (38)
Patient check-in kiosks (39)

KEY: Denotes which services are responsible for which projects

Elective Services/Patient Service Centre/OPD (ES/PSC/OPD)	Innovations team (I)	Project Services Office / Leapfrog (PSO/L)	Health Information Group (HiG)	Other	Not yet assigned
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