

Patient Billing Standardisation Program

HSU Briefing

15 November 2024

Acknowledgement of Country

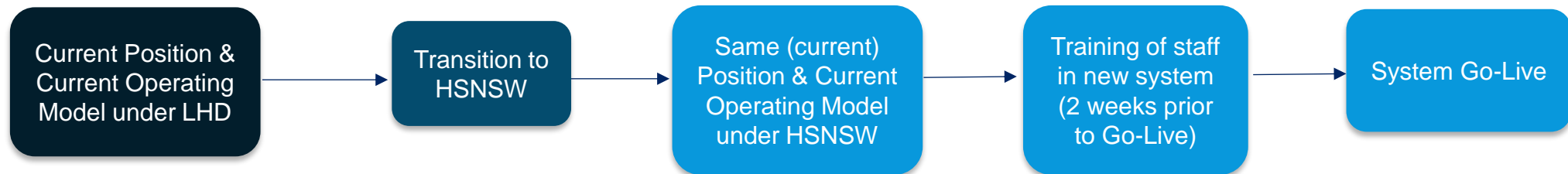
I would like to begin by acknowledging the Traditional Custodians of the land on which we are all on today, and pay my respects to their Elders past, present and future.

I extend that respect to Aboriginal and Torres Strait Islander colleagues here today.

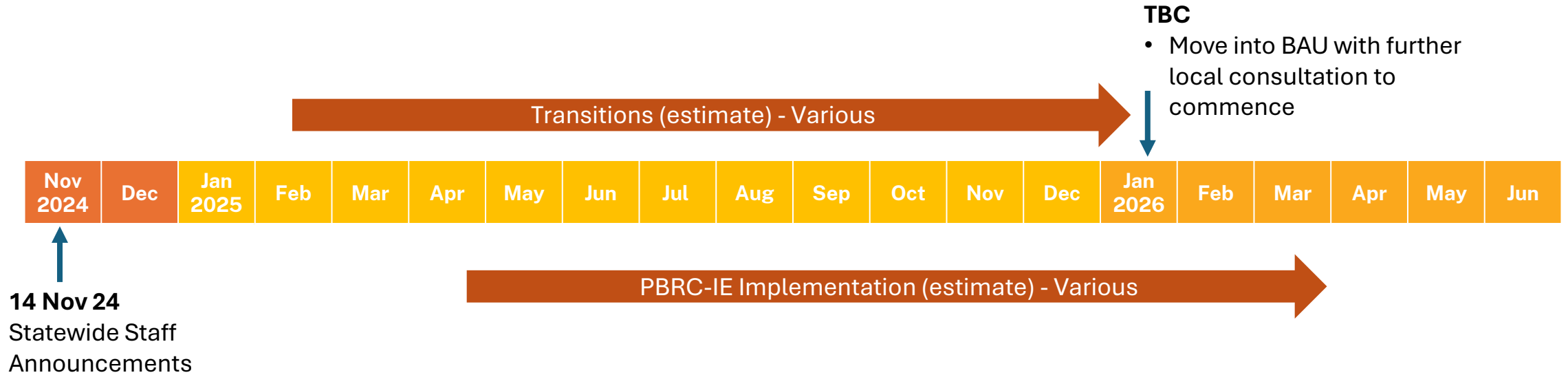


Program Revised Approach

- Following feedback from stakeholders regarding the previously proposed model of statewide recruitment, it was determined that a statewide transition process would be more efficient in supporting the transfer of identified patient billing transactional services/roles and staff to HealthShare NSW.
- Transition means that identified position/s and staff will transfer to HealthShare NSW under the same provisions and conditions of their current position.
- Post transition and up until scheduled Go-live of the PBRC-IE system for your site, staff will remain working in their current operating model and continue to perform their current job functions under a service level agreement.
- Prior to the system go-live date, staff will receive onboarding and training in the new system, in readiness for system implementation.
- Flow of staff movement:



Full Program Timeline



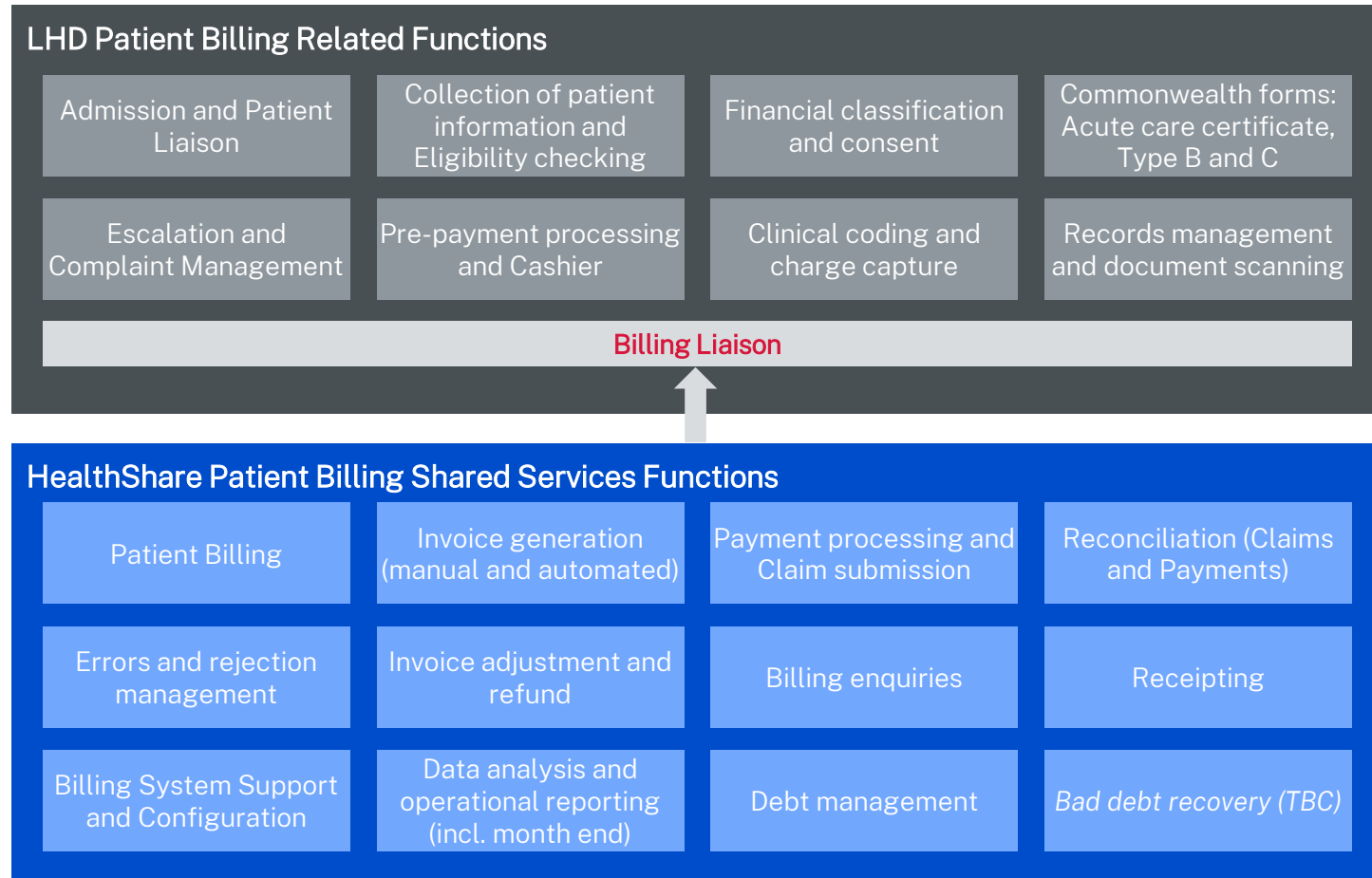
****Notations:**

1. 16 Dec 24 – 10 Jan 25 Consultation pause period
2. Staff to transition into HSNSW (current position and operating model)
3. Transition into HSNSW is min. 6 weeks prior to system go live date. Dates will vary.

Patient Billing Service Delivery Model

Draft target state separation of billing-related functions between LHD and HealthShare.

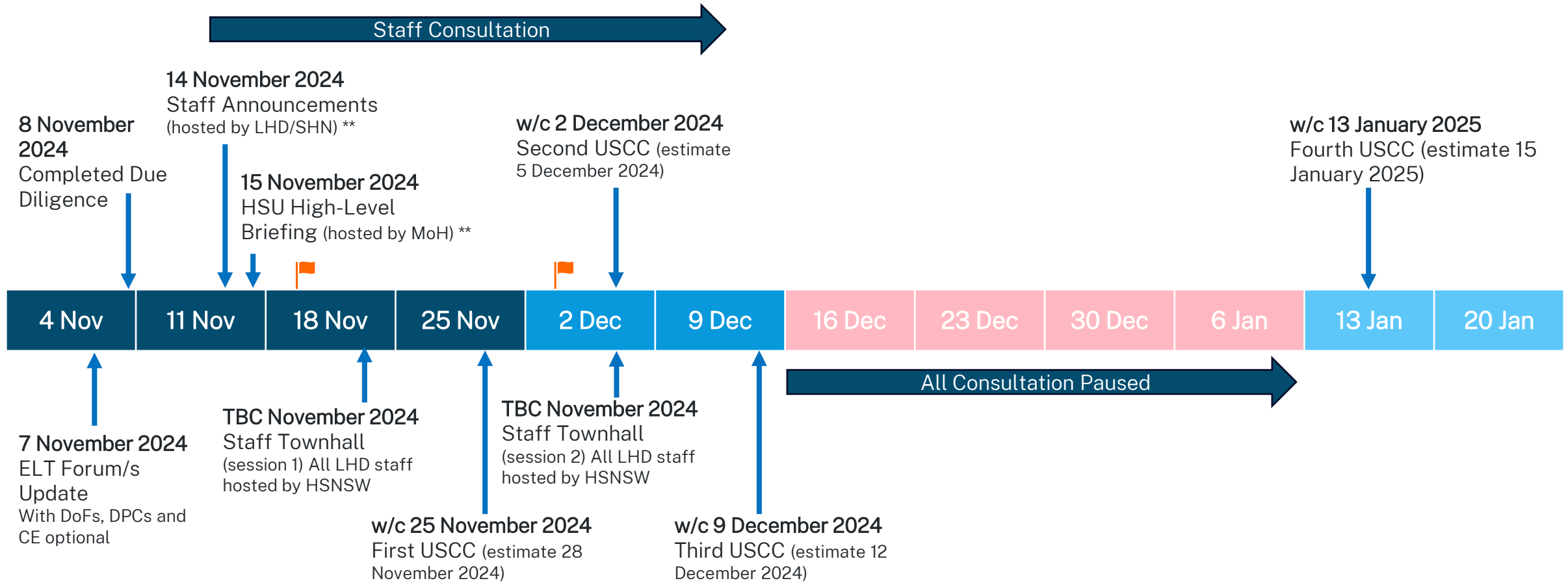
Proposed



- **LHDs** will continue in being responsible for operational aspects of billing, including revenue capture and data integrity to support accuracy and completeness in billing.
- **Billing Liaison** - LHD function to support HealthShare billing-related requests:
 - Missing data and error correction: patient information, clinician coding and financial classification.
 - Trouble-shooting and error resolution: Obtain input and confirmation from PLO/ Admin Officers and clinicians on missing data, adjustments and corrections
- **HealthShare** responsible for transactional aspects of billing.

Note: Responsibilities for some functions are still to be determined (e.g. Medicare compliance, VMO training, new clinician onboarding and engagement, and LHD billing training for systems outside of PBRC-IE)

Consultation Schedule – Transition



ELT Update Forums Scheduled

- 19 November 2024
- 3 December 2024

To recommence post 13 January 2025

****Notations:**

1. Formal staff consultation to commence from announcement date.
2. Post union announcement, HSU usually require 2 weeks to consult members prior to USCC engagement. (18 Nov – 29 Nov allocated timeframe above) If HSU reduce this timeframe, USCC dates can be brought forward, and formal consultation will commence.

Support Options for Staff

Program support available to Local Health Districts/Speciality Health Networks:

- Combined support approach
- Support pack (with Staff announcement slide deck, Staff Impact Letters issued, and FAQs provided)
- Program representation at scheduled staff townhalls (i.e. HSNSW Shared Services, HSNSW People & Culture, MoH Workplace Relations; MoH Systems and Implementation Services)
 - Face-to-Face, virtual, group meetings, or 1:1 meetings (if requested)
- HSNSW to hold regular Statewide Staff Townhall sessions
- Patient Billing Standardisation Program SharePoint page to provide updated information and content as per consultation and project progress
- Training and education prior and during system Go-Live
- Meet and greet of new managers prior to transition date (e.g. walk-around of office site)
- FAQs made available on SharePoint page
- Necessary technology to support hybrid working

Program Next Steps

- Follow-up on remaining Staff Announcement meetings
- Scheduling Staff Townhall sessions
- Scheduling of Staff Transition dates
- **Due Diligence processes** (Impacted position analysis (multi-functional roles); consultation on Billing Liaison Officer roles; Workforce Profiling)
 - Obtaining/validating System Data (Integration)
- **Release of Advertisement for Admin Officer Level 4** (x15fte Resource Pool)
- **Schedule dates to commence formal Union Staff Consultative Committee** meetings (proposed to be weekly in lead up to 13 December 2024)

5

Questions/Discussions