HealthShare NSW

Shared Service Evolution

Program Overview

May 2024

Program Overview

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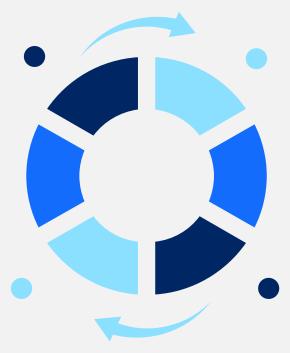
Support Services (Program 1)

Loading dock optimisation, Task Allocation System, transition of all non-clinical support services (linen rooms, cleaning, waste management operations, post discharge bed making)

EFSS Transactions (Program 6)

Transition of transactional recruitment processing, recruitment campaign processing and workforce transactions, centralise rostering admin for regional LHDs, rostering by exception

Linen Service Operational Uplift (Program 5)

Centralise cleaning of mops , reduce over-ordering, track lost linen, lower cleaning product costs, improve logistics and review customer owned goods

PTS Operational Uplift (Program 2)

PTS Reservations Model, Rideshare Partnership, operational uplift

PTS Regional and Rural Expansion (Program 3)

Rollout of existing service innovations, uplift efficiency, improve access to care and careers, optimise NSW Ambulance capacity and utilisation

Food Services Reform (Program 4)

Food & Nutrition System (FNS), commercial management in food inventory, standardisation of food menu, CHEF rollout, retail strategy

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Additional key initiatives:

- EFSS evolution
- Master Catalogue
- Procurement Reform (DeliverEASE, SmartChain)

- Waste Management Contracts
- PTS Charging Private Facilities for Cancellations

- Staff Specialist TESL admin
- Financial Accounting
- Sundry Debtor Management

Initiatives overview- programs

Support Services Program

- Optimises non-clinical operations in health services from dock to ward through standardisation of the operating model

- Benefits of this approach include improved workflow and redirection of resources to support front line staff, returning time for clinical care and efficiencies to the system

Delivered through:

- ✓ Transition of all non-clinical support services (linen rooms, cleaning, waste management operations, post discharge bed making)

- ✓ Loading dock optimisation

- ✓ Task Allocation System

Initiatives overview- programs

PTS Operational Uplift

Delivered through:

✓ **Reservations Model**
Developing an operating model that provides staff and patients certainty of the next available time for transport, reducing on scene cancellations, increasing timeliness and trips per hour

✓ **Rideshare Technology**
Partnering with a Rideshare vendor to provide more cost effective and efficient non-emergency transports to low acuity patients

✓ **Reintroducing Multiloading**
Increasing the number of patients transported at one time to increase trips per hour and support regional expansion

✓ **Removing COVID Controls**
Improving efficiencies and alignment with the rest of NSW Health

PTS Regional & Rural Expansion

• Rolling out existing service innovations including reservations model, ETA technology, real time data, patient surveys and rideshare connection

• Improved access to care and careers by delivering more services to patients and providing more regional career opportunities

Delivered through:

✓ Expanding PTS services into regional and rural LHDs

Initiatives overview- programs

Food Services Reform

Delivered through:

- ✓ Food Nutrition System

Removed manual processes with self-ordering and enable wider food service reforms

- ✓ CHEF (Co-Designing Healthy and Enjoyable Food) Rollout

Improved patient nutritional outcomes and experience from a new service delivery model and flexible meal arrangements with the order to appetite model

- ✓ Commercial Management in Food Inventory

Reduced food costs and waste

- ✓ Retail Strategy

Existing commercial retail operations

Initiatives overview- programs

Linen Operational Uplift

- Implementing systems and processes to reduce overordering
- Utilising tracking technology to proactively monitor where linen is to reduce loss
- Negotiating with the primary provider of cleaning products to consolidate number of products to reduce cost
- Optimising delivery runs
- Ensuring consistency of products for all customers

Delivered through:
- ✓ Centralising cleaning of microfibre mops
- ✓ Reducing overordering
- ✓ Tracking lost linen
- ✓ Lowering costs of cleaning products
- ✓ Improving logistics capability
- ✓ Removing customer own goods

Initiatives overview- programs

Employee & Financial Shared Services (EFSS) Transactions

Deliver state-wide services for:

- Transactional recruitment processing
- Campaign recruitment processing for nursing and paramedics
- Workforce transactions
- Rostering administration for regional LHDs

Delivered through:

- ✓ Transition of transactional recruitment processing
- ✓ Recruitment campaign processing & workforce transactions to HSNSW
- ✓ Centralising rostering admin (regional LHDs) and considering automation of manual process across the state

Initiatives overview- projects

Sundry Debtor Management

Delivered through:

- ✓ Enhanced digitisation of the process for debt recovery

Staff Specialist TESL Admin

Delivered through:

- ✓ Administration of Staff Specialist training, education and study leave (TESL) for NSW Health transferred to HSNSW

Financial Accounting

Delivered through:

- ✓ Financial Accounting functions for NSW Health transferred to HSNSW. Enhance efficiency, improve controls, and streamline processes related to financial accounting activities.

Initiatives overview - projects

Master Catalogue

Delivered through:

- ✓ Consolidating 29 customer catalogues to a single state-wide master catalogue with state-wide standardised pricing

PTS Charging Private Facilities for Cancellations

Delivered through:

- ✓ The commencement of charging private facilities a fee for specific cancelled PTS bookings in line with PTS cancellation charges process