Health Services

The Brief

Australia has a mature and generally efficient health system that has a strong focus on improving its own performance. Improved information technology is one area that presents the opportunity for a more efficient hospital, at lower cost and providing better patient outcomes.

The client, a large hospital network (4 large hospitals, 16,000 staff and approx 1000 beds) briefed Business Analysis (BAPL) to design and implement a system to significantly improve the management of patient referrals from GPs into the hospital system.

The Challenge

Previously GP referrals had targeted individual specialties within each hospital which was inefficient. The same speciality existed in multiple hospitals and would receive a duplicate referral, which artificially inflated the wait list. Some hospitals had a very long waiting list for particular specialties while other hospital had the capacity to treat immediately but were not receiving the paper based referral.

Consolidating GP referrals to a single point was expected to reduce patient waiting times through more efficient allocation of clinical, specialist and administrative resources.

Our Approach

With 10 years in-depth experience providing consulting services to all tiers of health providers, BAPL understand and are expert at working with busy clinical staff and administrators.

Using business process driven requirements, we understand the health environment and work with staff to design systems that provide improved safety, better value to patients and reduce costs.

BAPL's role in the implementation was to discover the details of the existing referrals processes and design a new consolidated process that allowed for all specialty requirements. This process was supported by specially written software. The system was designed, implemented and cutover in approximately 3 months.

The Outcome

Some of the key project successes:

- Reduced waiting periods for patients

- Improved workflow from GP referrals

- Increased capacity with streamlined patient flow

- Greater efficiency in administration with less paperwork

- Increase in patient satisfaction and reduced duplication of effort

- Improved auditing of referrals

Melbourne   **Sydney**   **Brisbane**   **Canberra**   **Adelaide**   **Perth**