Reducing Scheduling Variation

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Ballarat Health Services

• Principal referral hospital – 48,000 square kilometres
• 230,000 people – 4.4% of Victorian population
• BRICC – Ballarat Regional Integrated Cancer Centre
• Day Oncology Unit – 14 chairs, 2 beds – Monday to Friday
• Over 6,500 treatments p/year
Overview

• Start at the beginning - Where are we now?
• The good, the bad and the ugly – understanding variation
• How do we get there? – Plan-do-study-act
• Where to next? Sustainability
## On-Time Length of Stay

<table>
<thead>
<tr>
<th>Month</th>
<th>37.93%</th>
<th>44.44%</th>
<th>47.83%</th>
<th>62.50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-13</td>
<td>28.57%</td>
<td>44.44%</td>
<td>50.00%</td>
<td>57.14%</td>
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<tr>
<td></td>
<td>58%</td>
<td>59%</td>
<td>53%</td>
<td>38%</td>
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<td>45%</td>
<td>35%</td>
<td>11%</td>
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<tr>
<td></td>
<td>40%</td>
<td>37.50%</td>
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</table>
The good, the bad & the ugly

**Port Flush**

- ELOS in min
- Actual LOS in minutes

**Cisplatin**

- ELOS in min
- Actual LOS in minutes

**Folfox**

- ELOS in min
- Actual LOS in minutes

**FEC**

- ELOS in min
- Actual LOS in minutes
How do we get there?
Plan-do-study-act
Where to next?

- Reduction in non-value added chair time for patients
- Improved ‘on-time’ length of treatment for all regimes
- Improved chair utilisation – improved access to care for patients
- Reduction of staff overtime
- Reduction in staff sick leave (reflection of staff satisfaction)
Sustainability

Provide direction, guidance and support to the individuals managing the change as well as those who have to adopt, and adapt to, the change.

Accountability and culture change

Revised scheduling method used to create electronic scheduling

6 month and 12 month sustainability report showed a maintained level of improvement
Rinse & Repeat
Questions

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