

EnableNSW Non- Government Organisations Information Session

EnableNSW
Health Support Services
May 12 2009

Today's Session

- Introductions
- Overview - EnableNSW
- Progress on changes to EnableNSW programs
- Discussion

EnableNSW

- Established in August 2007 to implement reforms to and administer five NSW health disability support programs across NSW
- Provides equipment, aids, appliances, consumables and attendant care services
- Includes clinical, project and business staff
- Located at Health Support Services because:
 - Has statewide reach – no geographical boundaries
 - Expertise in IT, procurement, workforce, business management
 - Transactional focus

EnableNSW

- Our aim is to manage and provide equipment and attendant care assistance to people with a disability living in NSW that is:
 - Fair to everyone no matter where they live
 - Respectful and transparent
 - Appropriate to meet a person's functional needs
 - Timely and efficient
 - Targeted to assist people with the highest level of need first
 - Integrated with other government services where ever possible and appropriate.

EnableNSW - Where are we heading?

- EnableNSW will manage and administer the following programs from a single central office:
 - Program of Appliances for Disabled People (PADP) incorporating the Specialised Equipment for Discharge (SEED) program
 - Artificial Limb Service (ALS)
 - Home Respiratory Program including
 - Home Oxygen Service (HOS)
 - Adult Home Ventilation Program (AHVP)
 - Children’s Home Ventilation Program (CHVP)
 - Younger People in Residential Aged Care (YPIRAC) equipment supply on behalf of the Department of Ageing Disability and Home Care (DADHC)

Program of Appliances for Disabled People

- Provides equipment and consumables to assist people mainly in the areas of mobility, self care and communication
- Includes SEED – provision of equipment essential for discharge to community for people with catastrophic spinal cord and brain injuries
- 21 lodgement centres (14 also do HOS)
- Assists approximately 15,000 people each year

Home Respiratory Program

- Includes HOS, AHVP and CHVP
- HOS provides equipment to assist people with respiratory insufficiency or who are ventilator dependant
- AHVP provides equipment and attendant care services (up to 27.5 hours per day) to people who are 24 hour ventilator dependant and quadriplegic
- CHVP provides respiratory equipment and overnight attendant care to children who are ventilator dependant to enable their parents to sleep

Artificial Limb Service

- Provides prostheses for people who have a congenital limb deficiency or amputation
- Provides service on behalf of Dept of Veterans Affairs for eligible clients
- Assists 2,500 people per annum (350 new amputees)

EnableNSW program reviews and key issues

Program reviews and inquiries

- Review of PADP, PricewaterhouseCoopers (2006)
- Review of the NSW ALS, Professor Ian Cameron et al (2003)
- Parliamentary Inquiry into PADP (2008)

What the reviews covered

- Management and administration
- Eligibility
- Funding and procurement
- Client information
- Clinical pathways (ALS)
- Workforce

Challenges for EnableNSW programs

- Increasing demand
 - Growing and ageing population
 - Improved survival rates
 - Lifestyle related health issues
 - Changing community and clinician expectations
- Targeting assistance so that it assists those most in need
- Cost of new technology and impact of current economic situation (Australian dollar)
- Workforce – prescriber capacity and availability

Key EnableNSW program issues

- Lack of equity and consistency between and within EnableNSW programs
- Fragmentation in EnableNSW service delivery and between government programs
- Lack of clear program policy and guidelines
- Inconsistent levels of customer service
- Inadequate information for consumer and clinicians
- Lack of clear and transparent appeals processes

Key EnableNSW program issues

- Lack of adequate information technology to support program operation, monitoring and planning
- Lack of procurement contracts
- Inefficient business processes
- Prescriber skills, experience and availability
- Equipment wastage due to incorrect prescriptions, under/over prescriptions, equipment abandonment, and ineffective recycling of returned equipment

EnableNSW Reforms

Progress on key EnableNSW reforms

- Governance and Policy development
- Transition to EnableNSW timetable & End State Model
- Clinical Support
- Consumer Information
- Information System
- Procurement

EnableNSW Governance – Purpose

- To optimise the provision of the five NSW Health disability support services within its budget
- To ensure the input of key stakeholders in relation to:
 - Strategic plans and initiatives
 - Business or program improvement activities
 - The experiences of consumers of Enable services
- To promote formal and informal communication between EnableNSW, HSS and other key stakeholders.

EnableNSW Governance – Three elements

- The EnableNSW Advisory Council (ENAC) facilitates the involvement of key stakeholders, including clinicians and consumers of EnableNSW, in the development of strategic policies, plans and initiatives
- Program specific special purpose committees with a focus on business or program improvement in particular areas
- Direct consumer consultation or feedback

EnableNSW Advisory Council

- ENAC will provide advice to the Chief Executive, Health Support Services (HSS) on the development of strategic policies, plans and initiatives relating to EnableNSW.
- ENAC will report to the Director General through the Chief Executive, Health Support Services.

Review and Appeals processes

- Groups of expert clinicians and consumers will consider requests that are;
 - particularly complex
 - fall outside program guidelines
 - appeals in cases of financial hardship
 - formal appeals in relation to applications that have not been approved
- Membership will be invited by Expressions of interest (EOI)

EnableNSW – Policy Directions

- EnableNSW contributes to the primary objective of the current CSTDA that,
“People with disability and their carers have an enhanced quality of life and participate as valued members of the community.”
- Consistency, equity and better outcomes for consumers
- Discussion Paper on Eligibility and Priority in 2009
- Common policy framework for all of the EnableNSW disability support programs in 2010

State-wide equipment prioritisation

- People on low incomes are prioritised for funding
- Consideration is given to assistance available through other Government Programs
- Life sustaining equipment and equipment preventing illness or injury to consumers and carers will be provided in the shortest timeframes
- Primary (most frequently used) equipment in the areas of self-care, mobility and communication will be provided next
- Other less frequently used equipment will be funded last

Progress – program integration

- AHVP and CHVP centrally administered (August 2007)
- ALS centralisation complete – July 2008
- SEED – centralisation complete July 2008
- PADP and HOS
 - Detailed planning complete with assistance from AHS Transition Steering Group
 - First transition in July 2009 (SESI AHS); final transition late 2010

PADP and HOS -Transition of Services

- Programs will be managed from one central location
- The transition of each PADP and HOS lodgement centre will be staged and completed by end 2010
- The functions that will be centralised and administered by EnableNSW are:
 - “back office” administration and telephone based customer service
 - Business processes
 - Procurement, contract management, purchasing
 - Equipment prescription procedures & application approvals

PADP and HOS Transition Timetable

- Metropolitan Area Health Services will transition first followed by rural AHS to EnableNSW
- South Eastern Sydney Illawarra Area Health Service will be the first AHS to transition commencing 29 June 2009
- Prince of Wales PADP/HOS lodgement centre will be first followed by Calvary, Sutherland, Port Kembla, Wollongong

Transition- Continuity of Service

- Considerable planning and co-ordination takes place with each service to ensure continuity of service.
- Each lodgement centre will be transitioned individually or in small groups to minimise any disruptions to services.
- Current consumers will receive notice in writing of the transition, 6 and 2 weeks prior.
- Consumer records and any outstanding waiting lists will move to EnableNSW, telephones will be diverted.

Services not being centralised

- Clinical services used for assessment, prescription, fitting and training around equipment are not affected and remain with local services.
- Equipment loan pools (ELP) will also continue to be provided locally.
- Repairs and maintenance will be carried out by local providers wherever practical.

Clinical Support

EnableNSW workforce

- Expert clinical advisors employed in each program:
 - occupational therapists, registered nurses, physiotherapist and a prosthetist/orthotist
 - to provide advice and support complex equipment prescriptions
 - work in collaboration with clinical groups to identify strategies to address key issues

PADP statewide equipment request forms

- PADP Review highlighted issues regarding the quality of equipment prescriptions and the need for a single equipment request form statewide
- LTCSA identified similar issues
- DOH and LTCSA worked together on Common Equipment Prescription Guidelines Project
- Other agencies involved- DET, DADHC, DVA, clinical experts and professional bodies

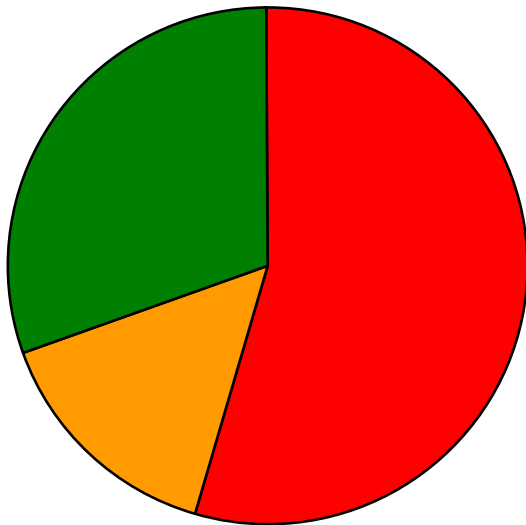
PADP Form Pilot - Outline

- Public consultation- 100 responses
- 2 lodgement centres plus SEED & LTCSA
- 236 equipment requests reviewed
- Feedback from 58 clinicians and 11 managers/team leaders
- Feedback from lodgement centre staff and high cost committee members
- Documentation pre and post pilot was reviewed
- Pilot of continence and respiratory forms - 2009

Key findings - forms

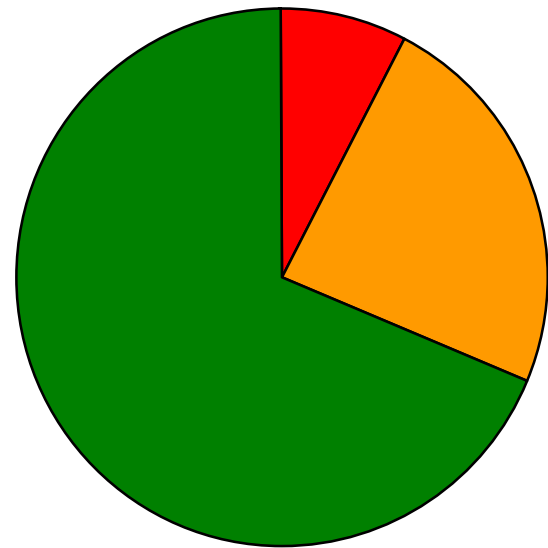
- Time to fill requests was the same on average
- Quality of information improved
- Processing time improved markedly
- Clinicians asked to provide more information less often

**Evaluation of pre-pilot
equipment request forms
on six criteria**



- No information
- Unsatisfactory information
- Good information

**Evaluation of pilot
request forms on six criteria**



- No information
- Unsatisfactory information
- Good information

Key findings - Professional Criteria for Prescribers

- No difficulties identified by clinical staff and managers within pilot either meeting professional requirements or getting adequate supervision
- Less experienced clinicians appreciated a requirement to receive supervision
- Clinical networks of experienced clinicians across equipment areas are being promoted

Next steps

- Clinical education sessions for new equipment request forms for PADP equipment underway (due for completion 20 June 2009)
- Specific request forms for respiratory equipment and continence products now being piloted
- Clinical education sessions for respiratory and continence products following pilots
- Development of prompt sheets for clinicians around prescription of less challenging equipment items
- Evidence based clinical guidelines developed around prescription of specific challenging equipment items. (e.g. wheelchair prescription)

Artificial Limb Service

- Rigid Removable Dressing Working Group and production of DVD and training program
- Peer Support Manual
- Consumer Fact Sheets including:
 - How to avoid a fall
 - How to obtain an Artificial Limb
 - Managing Pain
 - Caring for your intact and residual limb

Information System

- Common system across all EnableNSW services
- Integrated to phone system (1 800 Enable) to display consumer details
- Capture
 - Personal details
 - Statistical information
 - Equipment/consumables
 - Service/warranty information

Information System

- Integrated into purchasing system to speed up processing of orders
- Automatic checking of eligibility and prioritisation of applications
- Self Service option for consumers and prescribers
 - Lodge application forms
 - Check on status of application
 - Lodge order forms (for consumables)

Progress – consumer information

- ALS, PADP and Home Respiratory fact sheets developed
- Website launched – www.enable.health.nsw.gov.au
- Fact sheets and other information on the website will be in html format and can be accessed by text to speech readers
- Free call 1800 362 253 (1800 ENABLE)
~ 200+ calls every month

Progress – Customer service

- Certificate III and IV Customer Service training developed by Health Support Services
 - Additional modules to be added to suit EnableNSW eg. Orientation to Assistive Technology (provided by NSW Independent Living Centre)
- Onsite access to senior staff (clinical and customer service staff) to assist with challenging enquiries built into EnableNSW organisational design

Procurement

NSW Government Procurement

- NSW Government Procurement contracts are developed to improve the cost effectiveness and consistency of government services.
- Developing Health contracts for EnableNSW will enable the programs to provide higher quality assistance to more people within the available budget.
- NSW Government Procurement achieves value for money.

Procurement Goals for EnableNSW

- To standardise the purchase of the majority of equipment with the goal of obtaining the most clinically appropriate products.
- Procuring goods which meet a persons functional need and are the most financially viable option
- Overall best value for money for goods and services
- EnableNSW provides the most cost effective, basic piece of equipment to its clients
- All cost savings achieved through procurement reform will go directly back to our consumers

Procurement Goals for EnableNSW

- The procurement plans, reforms and directions for each of the five disability programs will be developed and identified individually
- EnableNSW understands the difference in the equipment provision for each of the programs, and the procurement arrangements will reflect this
- The sourcing of procurement opportunities and reforms will be developed and be specific to each disability program

Procurement Objectives for Health Support Services

1. Improve Procurement

- identify and act on opportunities to consolidate & standardise procurement across Health Support Services
- Investigate procurement types for opportunities to standardise and centralise process

2. Improve value received from existing suppliers

- More proactively manage relationships with vendors
- Overall best value for money maximised from suppliers
- Cost savings from strategic suppliers

Procurement Types and Reforms

- Procurement options to be used by EnableNSW include:
 - Bulk purchase
 - Preferred Supplier Agreement
 - Request for Tenders
 - Request for Quotations
 - Statewide Contracts – NSW Govt and Health Support Services specific contracts

Next steps

- Procurement contracts – continence, home enteral nutrition, standard PADP equipment (commencing 2009)
- IT system implemented (October 2009)
- Complete consumer communication templates and protocols (December 2009)
- Translation of fact sheets into community languages
- Web based Equipment Recycling Pool established (end 2009)
- Transition lodgement centres and interface with ELPs

Questions & Discussion?

