



Health

Implementing value based care at scale: the NSW Health experience

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Secretary, NSW Health

WA Clinical Senate

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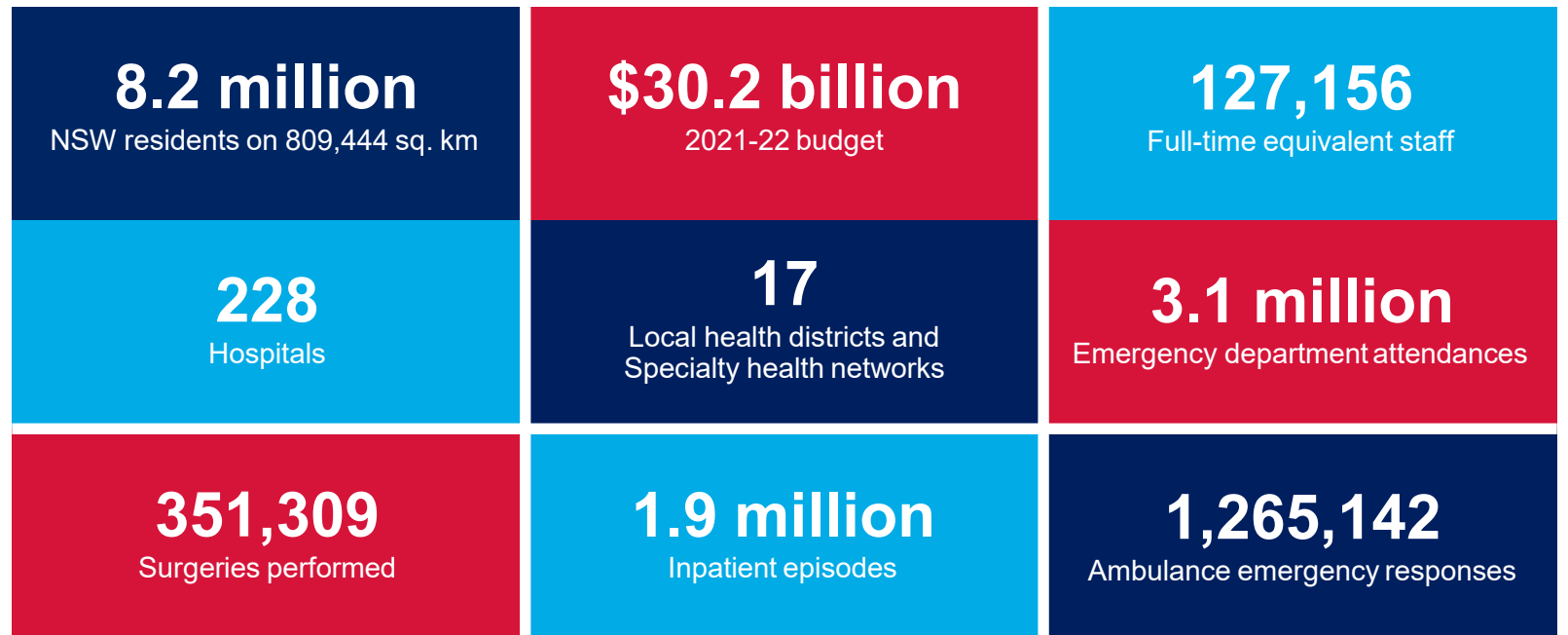




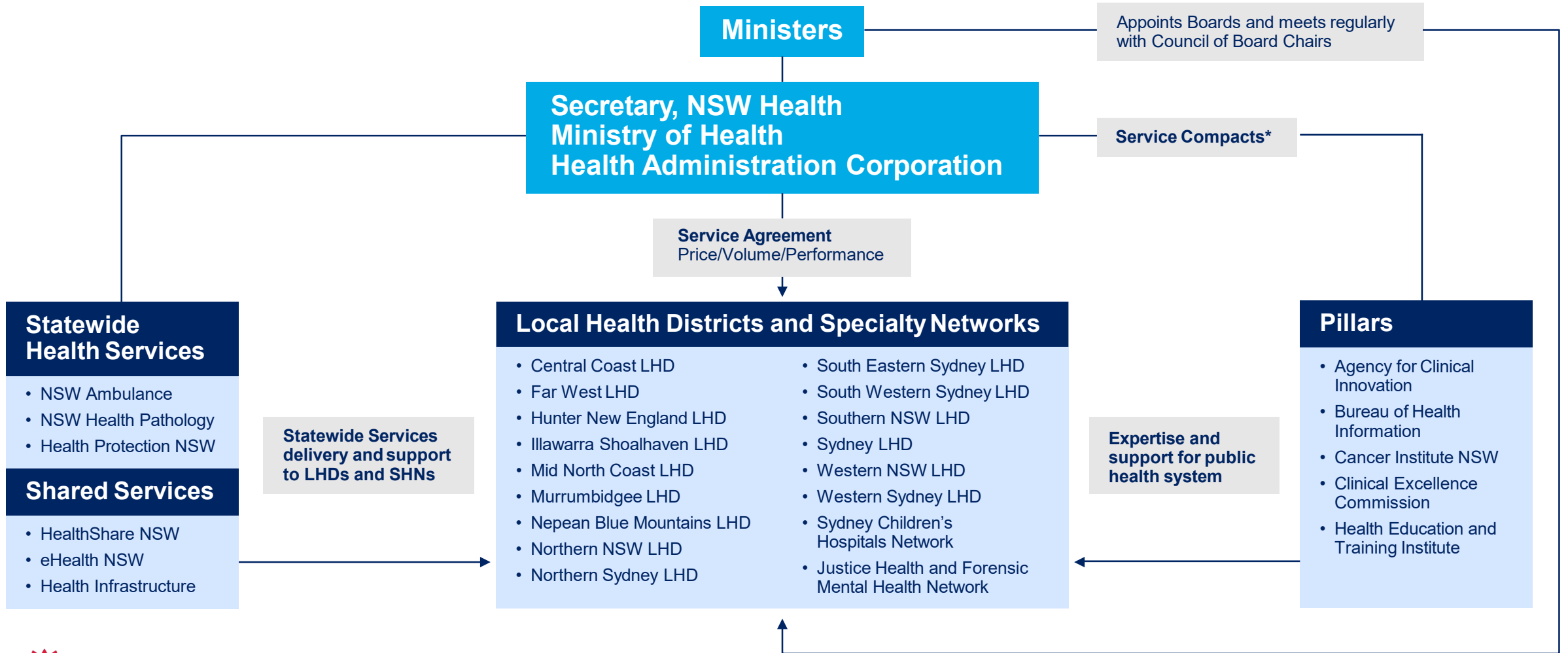
NSW Health snapshot

The NSW public health system is world class. It is the largest public health system in Australia

NSW Health's expenses budget for 2021-2022 is **\$581 million per week/\$83 million per day**



Our structure – NSW Health system



St Vincent's Health Network is an affiliated health organisation.

* Service Compact — Instrument of engagement detailing service responsibilities and accountabilities.

The NSW Health vision

A sustainable health system that delivers outcomes that matter to patients and the community, is personalised, invests in wellness and is digitally enabled



| In NSW we focus on four essentials of value



Experiences of
receiving care

Experiences of
providing care

Health outcomes
that matter to patients

**Effectiveness and
efficiency of care**

| Enablers help to build capacity and system change



Patient and community engagement



Measurement and evaluation



Research and innovation



Delivery organisations



People, culture, governance and capability



Digital health and analytics



Funding and purchasing



Clinical leadership and engagement

| What do we mean by human experience?



Patient and
community
engagement



People, culture,
governance
and capability

Patient
experience



Human
experience

Staff
experience

| Guide to action



Patient and
community
engagement



People, culture,
governance
and capability

Statement of intent for NSW Health

Our commitment to patients, consumers, clients, carers, family and staff

Starting point for a **strategic approach**

Education on what is human experience

Manual for **change and innovation**

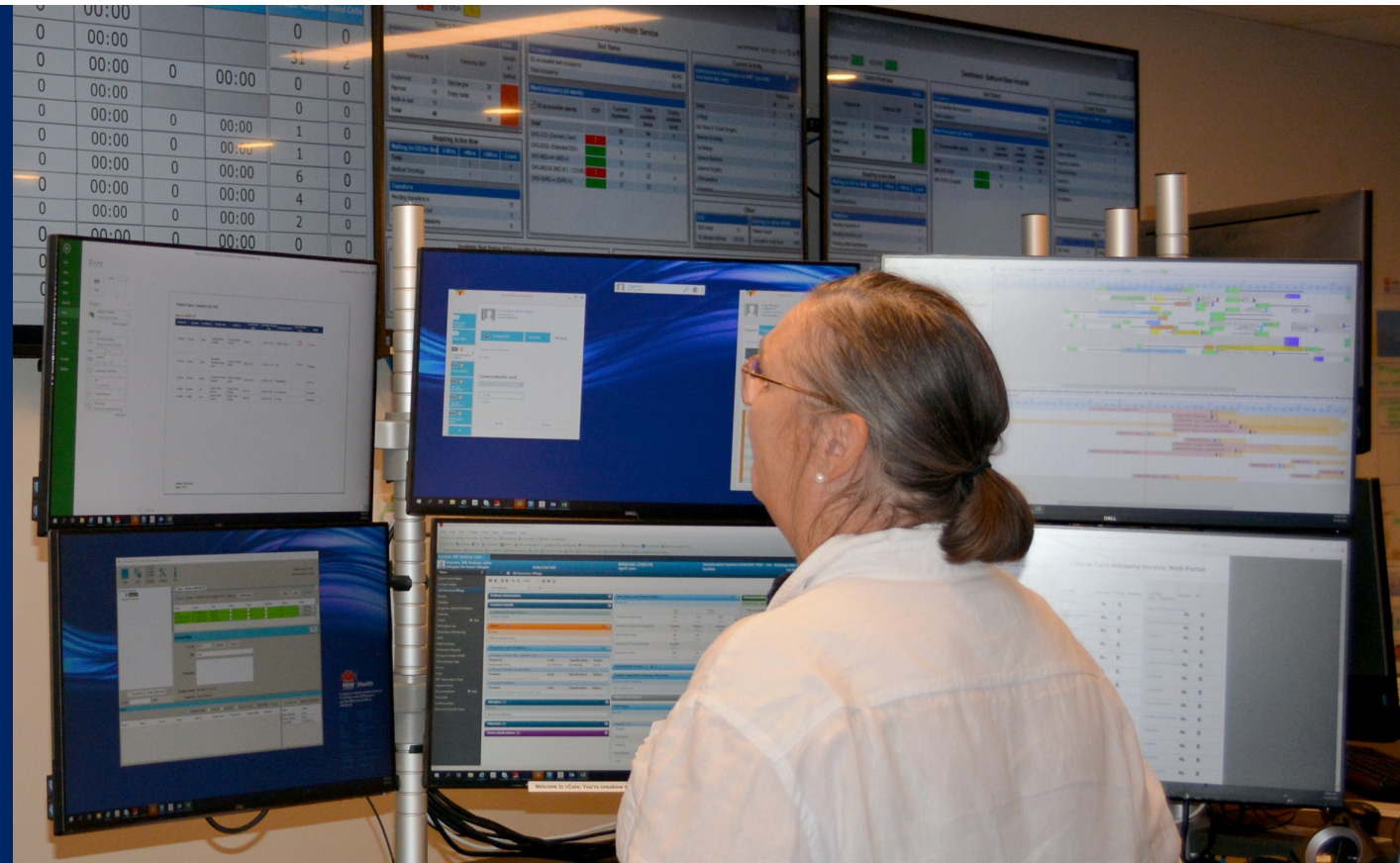


| We are measuring outcomes and experiences



Measurement
and evaluation

- The **Health Outcomes and Patient Experience (HOPE)** system collects **Patient reported measures (PRMs)**
- The **Register of Outcomes, Value and Experiences (ROVE)** brings together multiple data sets to provide complete picture of patient journey
- **Lumos** links data from general practices to other health data



| Clinician leadership and engagement



Clinical leadership and engagement



Research and innovation

Clinical initiatives



Chronic heart failure



COPD



Diabetes



Diabetic foot



Breast radiotherapy hypofractionation



Hip fracture



Direct access colonoscopy



Renal supportive care



Falls



Osteoarthritis



Osteoporosis re-fracture prevention



Wound management



Bronchiolitis

Developed by clinicians and evidence-based

Supporting care in appropriate settings

Scalable and being implemented across all health districts and networks

Identifying opportunities to reduce unwarranted clinical variation

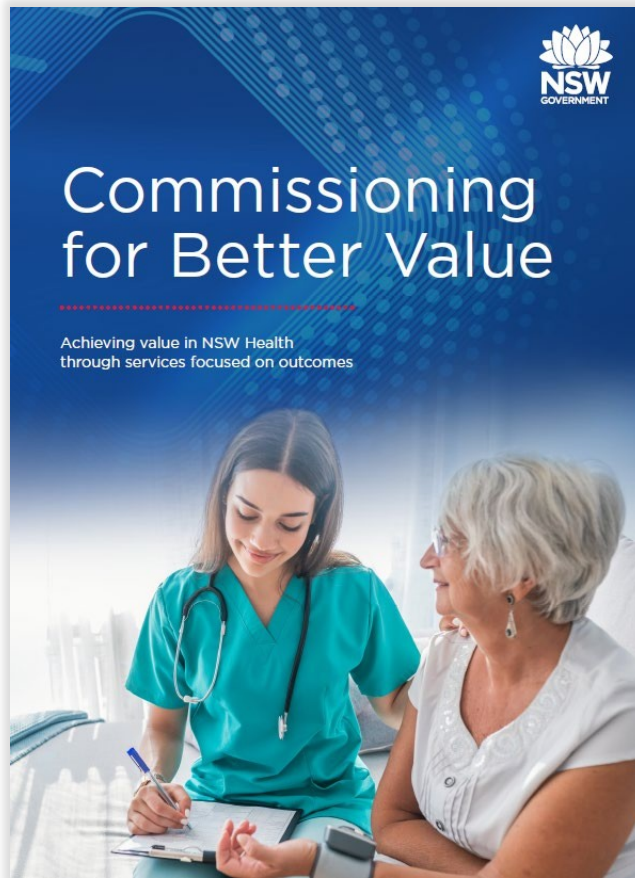
Embedding value in commissioning and procurement



Funding and purchasing



Clinical leadership and engagement



Value based healthcare provided a framework for a redesign of medical imaging services in Northern NSW local health district

The new service contract includes:

- Annual patient and clinician experience surveys
- KPIs informed by measurable outcomes
- Designed in partnership with the service provider

“

Our medical officers are providing positive feedback about the high quality of the services.

”

Northern NSW
Local Health District

| Collaborative Commissioning



Delivery
organisations

Purpose: Delivering value-based care across hospital and community settings

- **Joint responsibility** between providers and organisations
- **Strong consumer engagement** – accountability to the community served
- **Local design of care pathways** for improved outcomes for patients
- **Funding reform;** flexible purchasing and provider arrangements, realignment of resources and outcomes-based payments
- **Data analytics, business analytics, implementation support** and **digital technologies** supported by Lumos
- **Continuous learning** to support improvement and innovation



LBVC Economic Appraisals – preliminary benefits



Renal Supportive
Care



Chronic Wound
Management



Direct Access
Colonoscopy



Breast
Radiotherapy
Hypofractionation

- 4 Cohorts will generate around \$300M in NET benefit over next 10 years
- Higher if monetarised patient benefits taken into account
- Provide key findings to system with suggested approach
- Include monitoring against BaU in RAA/Treasury reporting (eval & EB)

- SLA incremental targets to reach 20% coverage
- ensure optimal balance between eco & patient benefits
- Expand to other cohorts eg CHF and COPD



- 10% shift over time from acute to non-acute settings
- Combination of strategies
- Incremental targets in SLAs?

- Monitor economic benefits
- Supported by DAC strategies

- Monitor economic benefits
- Consider Discrete Choice Experiment approach for EAs of other cohorts
- Consider expansion of HF to other cohorts

| Find out more on the NSW Health website



www.health.nsw.gov.au/value

