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GOVERNMENT

HealthShare NSW

### Comprehensive Expenditure Review-

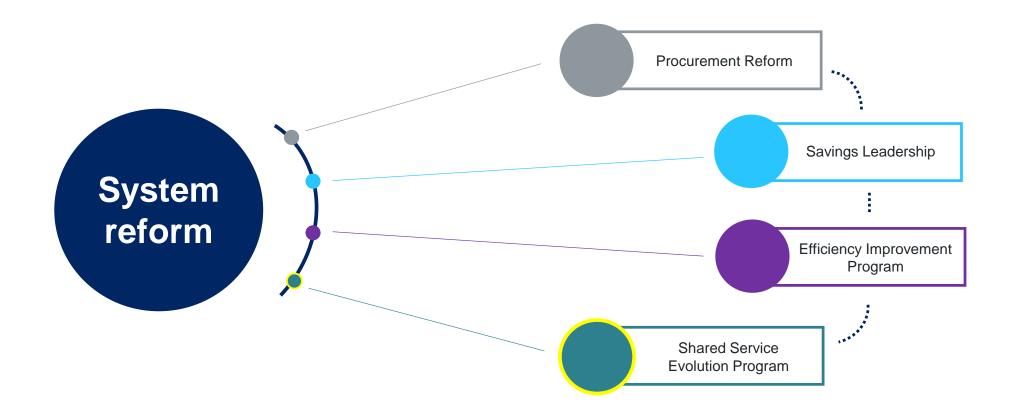
HealthShare Shared Service Evolution Program



27 November 2023

## HealthShare NSW reform ecosystem





# HealthShare NSW CER high level view



# 28 initiatives



Six programs of work, plus 11 projects



Delivered over four years

### **HNSW CER- Shared Service Evolution Program**



#### Support Services

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

#### **Food Services Reform**

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

#### Linen Service Operational Uplift

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



#### **EFSS Transactions**

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

#### **PTS Operational Uplift**

• PTS Reservations Model, Rideshare Partnership, operational uplift

#### **PTS Regional and Rural Expansion**

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

#### Additional key initiatives:

- Master Catalogue
- DeliverEASE (ongoing)
- Waste Management

Fit for Purpose Medical Equipment Procurement

- DeliverEASE Pharma
- Purchasing direct from manufacturers

- Centralised Staff Specialist TESL admin
- Centralised Financial Accounting
- Outsource of sundry debtor management
- Billing for private to private transports

### HSNSW CER initiatives – 6 programs

HSNSW CER initiatives – 6 programs				
Support Services Program	<b>Year 1</b> July 2023 to Jun 2024	<b>Year 2</b> July 2024 to Jun 2025	<b>Year 3</b> July 2025 to Jun 2026	<b>Year 4</b> July 2026 to Jun 2027
Loading dock optimisation				
Task Allocation System (TAS)				
Transition of all non-clinical support services (linen rooms, cleaning, waste management, bed making)				
EFSS Transactions Program				
Transition of Transactional Recruitment Processing to HSNSW			•	
Transition of Transactional Recruitment Campaign Processing to HSNSW				
Transition of HR Workforce Transactions to HSNSW				
Centralise rostering admin for regional LHDs				
PTS Operational Uplift				
Patient Transport Service Reservations Model				
Patient Transport Service Rideshare Partnership				
Patient Transport Services Operational Improvements				
PTS Regional & Rural Expansion				
Patient Transport Regional and Rural Expansion				
Linen Service Operational Uplift				
Linen Service Operational Uplift				
Food Services Reform				
Food & Nutrition System (FNS)				
Commercial management in food inventory (FPU/Food/Cleaning)				
Standardisation of food menu				
Project CHEF rollout				
Retail Strategy				
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### HSNSW CER initiatives – 11 projects

	<b>Year 1</b> July 2023 to Jun 2024	<b>Year 2</b> July 2024 to Jun 2025	<b>Year 3</b> July 2025 to Jun 2026	<b>Year 4</b> July 2026 to Jun 2027
Fit for Purpose Medical Equipment Procurement				
DeliverEASE				
DeliverEASE Pharma				
Purchasing direct from manufacturers				
Master Catalogue				
Waste Management Contracts				
Centralise Staff Specialist TESL admin				
Centralise Financial Accounting roles from LHDs				
Outsource Sundry Debtor Management to Revenue NSW				
Billing for private to private transports				
Waste Management Operations (due diligence separate, but delivery to be linked with transition of all non-clinical support services)				

### **Prioritisation Criteria**





## Core principles



