

HealthShare NSW

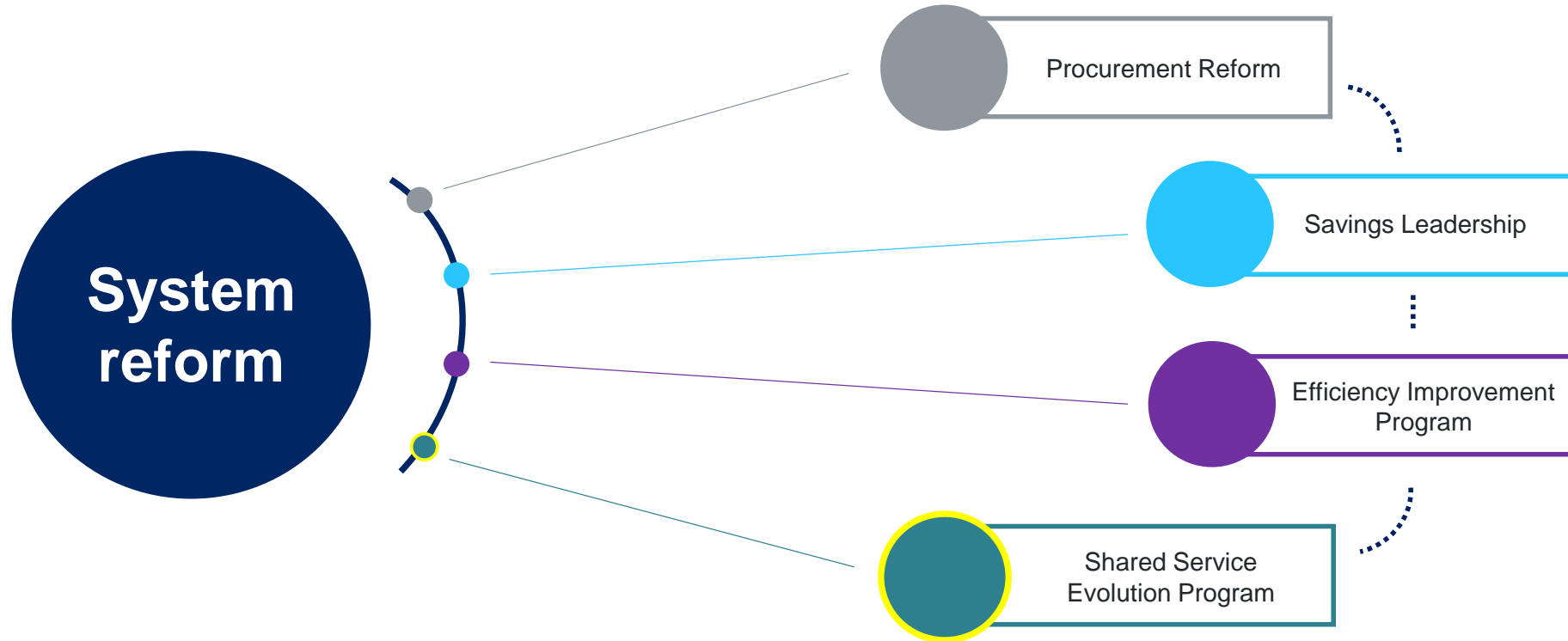
# Comprehensive Expenditure Review- *HealthShare Shared Service Evolution Program*

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

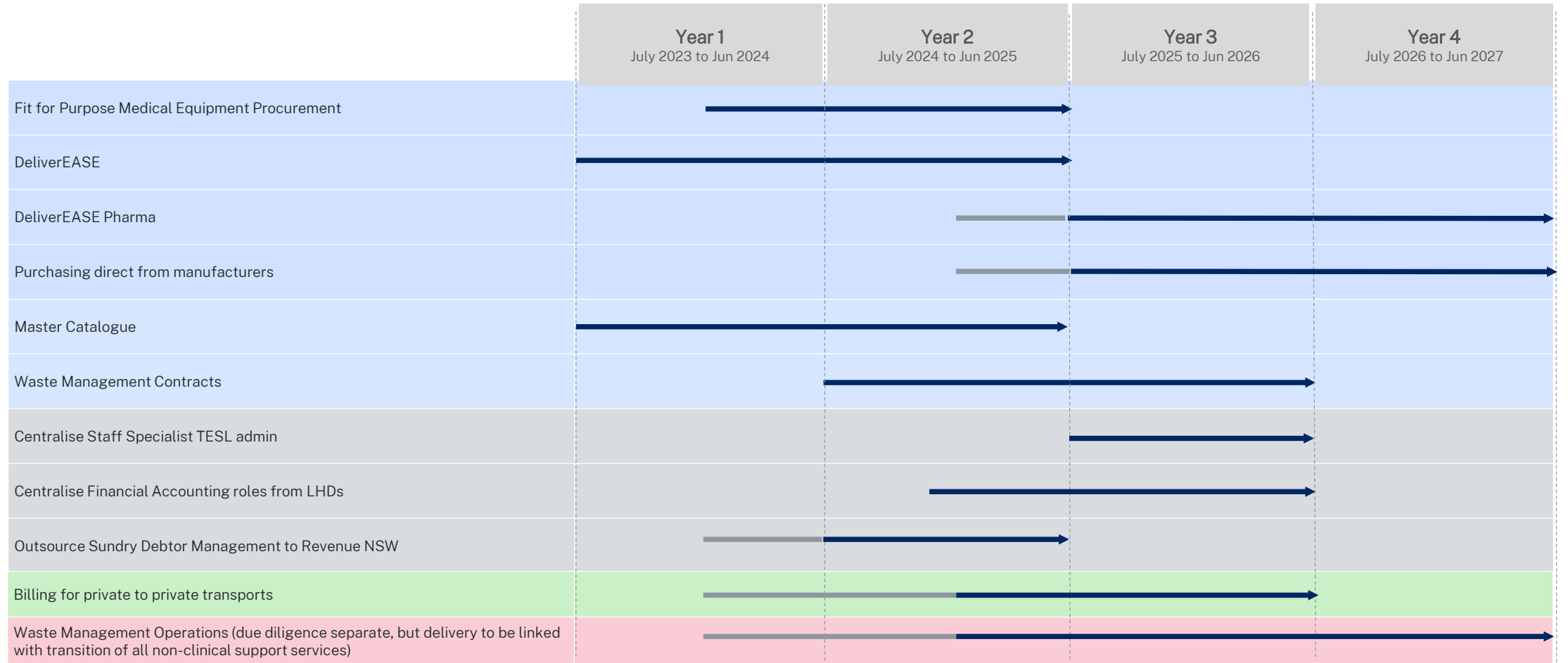
- Centralised Staff Specialist TESL admin
- Centralised Financial Accounting
- Outsource of sundry debtor management
- Billing for private to private transports

# HSNSW CER initiatives – 6 programs



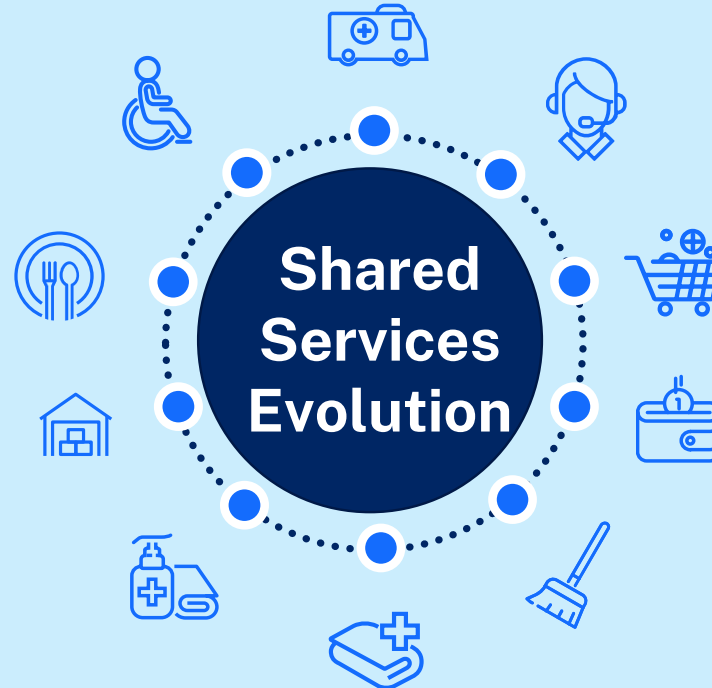
— = due diligence, planning, tenders or pilots    ➔ = implementation phase

# HSNSW CER initiatives – 11 projects



# Prioritisation Criteria

- ✓ Time & benefit to clinicians
- ✓ Patient outcomes
- ✓ Savings to be achieved
- ✓ Effort vs savings
- ✓ Political & reputational sensitivity



- ✓ Level of external dependency (i.e. eHealth)
- ✓ Level of internal dependency (i.e. available resources)
- ✓ IR complexity
- ✓ Potential for quick wins



# Core principles

