



Flow Reversal of Elective Procedures
Memorandum of Understanding

Between

Canberra Health Services

and

Southern New South Wales Local Health District

Canberra Health Services
PO Box 11, Garran, ACT 2605

Southern NSW Local Health District
PO Box 1845, Queanbeyan, NSW 2620

ACRONYMS

ACT	Australian Capital Territory
CHS	Canberra Health Services
LHD	Local Health District
MOU	Memorandum of Understanding
NSW	New South Wales
SNSWLHD	Southern New South Wales Local Health

MEMORANDUM OF UNDERSTANDING**1. Purpose**

To formally document the common intent and agreement between CHS and SNSWLHD to facilitate access to elective surgery and medical procedures services for patients on the CHS elective surgery and medical procedure waitlist through defined reversal of flow processes.

2. Background

CHS has been experiencing large demand for elective surgery and medical procedures with extensive waiting lists made up both of residents of the ACT and NSW. Dependant on speciality patients may have their procedure outside there recommend waitlist category timeframe.

It has been identified SNSWLHD has capacity to be able to assist with patients currently waiting elective surgery and medical procedures on the CHS wait list, where a procedure can be offered at an SNSWLHD site or through the introduction of a new specialty procedure inside the role delineation of the site.

3. Operational Elements

The above goals will be accomplished by:

- Definition of an agreed reversal of elective surgery and medical procedure process where a procedure can be offered at an SNSWLHD site or through the introduction of a new specialty procedure inside the role delineation of the site.
- Agreed process to allow for the modification of referral patterns back to SNSWLHD where a procedure can be offered at an SNSWLHD site.

4. Responsibilities

CHS STAFF

- CHS will be responsible for communicating the intent of this agreement to their respective staff and internal stakeholders.

SNSWLHD STAFF

- SNSWLHD will be responsible for communicating the intent of this agreement to their respective staff and internal stakeholders.

5. Key Performance Indicators

The performance of all parties with respect to their responsibilities under this MOU will be measured under existing service agreement or SLAs that each party may have agreed for the delivery of services that they currently provide. There are no additional KPIs to measure performance under this MOU.

6. Communication

All parties agree to on-going communication with relevant staff and stakeholder engagement including information regarding background, processes and feedback on performance as required to ensure the effective implementation of this MOU.

7. Governance

Governance is provided through and any identified issues with an escalation process will be overseen the Joint Operations Committee.

8. Confidentiality

- Work undertaken between all parties in relation to mutual strategic co-operation will be treated by all parties as confidential in accordance with applicable privacy laws.
- Each party agrees that it shall at all times maintain the confidentiality of the other party, including patient information in accordance with current legislation. Each party agrees that it will meet privacy legislation standards.

9. Complaints

Established agency complaints procedures will be used to investigate and resolve any complaint in relation to services provided as part of this MOU. Complaints relating to this MOU are to be notified to each party by the relevant staff member managing the complaint in accordance with local policies.

10. Professional conduct

All staff involved in the delivery of services will abide by their organisation's Code of Conduct and other professional guidelines.

11. Funding

This MOU is not a commitment of funds.

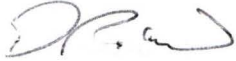
12. Variation

This MOU may not be amended or varied except as agreed in writing by all parties.

13. Formalisation

The authorised officials of all parties, namely the Chief Executives of CHS and SNSWLHD have formalised this body of work by way of entering into this MOU. This MOU is at will and may be modified or terminated by mutual consent of authorised officials from CHS and SNSWLHD.

Dave Peffer
Chief Executive Officer, Canberra Health Services



Date: 24. 12. 21

Margaret Bennett
Chief Executive Officer, Southern NSW LHD



Date: 18 October 2021