Initiati Ct Proje

Process Flow Chart for developing a Model of Care (MoC)

This document is used to illustrate the process for developing a Model of Care. It encompasses the work owned by the project manager and the functions that the Clinical Redesign and Implementation Team assist with.

Identify an area of need, build a case for change and obtain sponsorship to proceed with the program of work

Issue or opportunity arises:

- •Clinician/ACI Network/Consumer identified innovation
- Unwarranted clinical variation
- Priority area (Minister/DG/LHD/CEC)
- Out of date MoC

Create the initial high level 'case for change' - quantify the extent of the issue and the cost of continuing business as usual

Develop and agree project aim, objectives and scope

Generate Sponsorship

- ACI executive sponsorship/prioritisation for the program of work
- Seek direction from LHD clinicians, managers and stakeholders - is this a piece of work they will value?

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Define the problem understand the root cause to treat the real problem and not just bo the symptoms.

> Define the problem using a variety of tools:

- Consultation such as workshops, interviews
- does it look like now?
- Data review including epidemiology and service
- •Financial analysis of the cost of continuing business as usual
- Review literature and analyse any innovation already in this field

Finalise case for change

Identification and prioritisaion of issues

Revisit aims and objectives to ensure project is on track

Develop and select bo solutions. Create and document the MoC

Develop a vision for what services should look like

Develop a range of olutic solutions that address the problems defined in the diagnostic

> Test these solutions widely including economic appraisal and/or piloting to select the most appropriate solution

Develop evaluation framework

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Develop and document the MoC

Seek endorsement of the MoC from appropriate stakeholders

Plan for disinvestment what older models or technologies will no longer occur as a result of the new model?

Support the health System to execute the changes needed to implement the MoC

Define the change clearly

Develop business case

Assist LHDs to conduct a self assessment/gap analysis

Seek endorsement of the business case/resourcing strategy

Generate local executive sponsorship and create a governance structure

Build the capability of front line clinicians and managers to change the process/system

Develop a Communication plan and identify risks to

Develop reinforcement strategies for LHDs

Optimise use of the MoC, monitor the results and evaluate the impact ത ustai

local accountability

Review the impact of the MoC and adjust practices to optimise use

Ensure disinvestment

Final evaluation of economic and clinical

"sharing our lessons"

