Working together to improve healthcare

Health Services Innovation Tasmania (HSI Tas) is committed to improving the quality, effectiveness and safety of care delivery through education, evaluation, and strategic innovation.

Working with our partners, we aim to embed evidence-based Clinical Redesign across the Tasmanian healthcare system to improve health service capacity and sustainability.

Clinical Redesign in Action

Australia’s demand for healthcare services is escalating, fuelled by an ageing population and rising rates of chronic illness. These pressures are outstripping the health system’s budgetary capacity. They are especially strong in Tasmania, with its older demographic, and socio-economic and health indicators.

Clinical Redesign offers an evidence-based approach to map, review and refine the patient journey in healthcare, to meet demand and ensure processes are safe, efficient and cost-effective.

Improving the patient’s healthcare journey means:

- More timely care i.e. shorter waiting times for emergency department care and elective surgery
- A better patient and carer experience
- Better access to healthcare services
- Lower costs and better use of existing hospital resources
- Greater professional satisfaction for clinicians

Clinical Redesign has significantly improved patient care and hospital performance elsewhere in Australia and internationally.
Clinical Redesign in Tasmania

In order to deliver better quality healthcare and improved outcomes for patients, the University of Tasmania has been allocated funding by the Australian Government to help implement Clinical Redesign in the Tasmanian hospital system. A key aim is ensuring these improvements will be sustainable thereafter.

The program is being managed by Health Services Innovation Tasmania (HSI Tas) and involves the Tasmanian Health Organisations (THOs North West, North and South) and other healthcare providers and planners across the state.

The Health Partners Consortium ensures collaboration from key players – Department of Health & Human Services (DHHS), the THOs, Tasmania Medicare Local, Commonwealth Department of Health, a representative of the Tasmanian Health Minister, and a consumer representative.

The focus is on providing training in Clinical Redesign; assisting THOs to identify Clinical Redesign priorities; involving key clinicians; and supporting skills and processes that will embed Clinical Redesign principles on a sustainable, long-term basis.

Clinical Redesign Offices have been established and clinical redesign work has commenced within the acute sector in the following areas:

- Emergency Department Access
- General Medicine
- Patient Flow
- Surgery

Key objectives of the program

- To build capacity and capability for Clinical Redesign in Tasmania, drawing on experiences nationally and internationally
- To enable clinicians and health system managers to identify and drive changes to hospital and other healthcare processes
- To collaborate closely with health leaders across Tasmania in identifying and implementing Clinical Redesign projects
- To contribute to skills and knowledge transfer in Clinical Redesign, helping to develop a sustainable culture of continuous learning and improvement within the state’s health system.

Role of HSI Tas

HSI Tas provides Clinical Redesign support and technical expertise to assist the THOs to implement initiatives aimed at improving processes within their hospitals and related services.

Our aims are:

- To promote awareness of the benefits of the Clinical Redesign process, and encourage widespread engagement
- To focus on the acute care/hospital sector, recognising the links with community care and related services
- Educate and train healthcare staff and health students in Clinical Redesign methodologies
- Evaluate and conduct research to ensure an even stronger evidence base is created for Clinical Redesign

Contact us

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