Over the last two years, HSI Tas and the Tasmanian health system have worked closely to improve healthcare delivery for the benefit of patients in our hospitals. Our primary task is capacity building – equipping healthcare staff with the knowledge and tools necessary for a continuously learning and improving culture. The extent of the enthusiasm shown by frontline staff has been greater than anticipated and we commend hospital personnel for their commitment, collaboration and leadership in driving the improvements achieved so far.

Our recently released publication *Working Together to Improve Healthcare* celebrates our collective successes and achievements during this time. We have delivered education and training to nearly 2,000 Tasmanian health professionals, seen reduced lengths of stays for general medical patients, substantial improvement in emergency patient flow in the South, reductions in outpatient waiting lists and improvements in surgery start times. Many people have worked tirelessly in attaining these improvements for the Tasmanian community - we congratulate them all and invite you to read about them in our publication.

We have been building on our collaborations with other health improvement organisations in Australia and overseas. We have been fortunate that Professor Jonathon Gray, from *Ko Awatea New Zealand*, and David Meates, Chief Executive Officer, *Canterbury District Health Board, New Zealand* have both visited Tasmania and shared their knowledge and expertise in health service improvement with our health professionals. Dr Dirk De Korne, from *KK Women’s and Children’s Hospital, Singapore* also visited Tasmania to deliver a public lecture on his research on diffusion of quality and safety innovations.

Since our last newsletter, HSI Tas has been working to build on these foundations and secure our future as a key health improvement organisation for Tasmania. We acknowledge the Commonwealth funding that has made all this possible and the commitment of the University of Tasmania and Department of Health and Human Services to support HSI Tas into the future. We look forward to continuing to work with you all in 2017 and beyond.

As always, please contact us if you would like to learn more about our collaborative work with the Tasmanian health system.

*With our best wishes for the Festive Season,*

Associate Professor Craig Quarmby  
Co-Director, Health Services Innovation Tasmania

Professor Gregory Peterson  
Co-Director, Health Services Innovation Tasmania
Positive Clinical Redesign results continue for our health system

Tasmania’s program of clinical redesign continues to produce positive improvements for our health system and its patients. Improved General Medical hospital lengths of stay continue with reductions of 0.85 of a day in Hobart and 0.5 of a day in Launceston being maintained.

We continue to treat more of our emergency department patients in less than 4 hours and waiting lists are consistently getting shorter in the Southern Plastics Outpatient Clinic. HSI Tas continues to support this ongoing improvement by providing regular data for clinicians to monitor system performance.

Through our educational programs and clinical redesign mentoring, HSI Tas has developed a willing coalition of health professionals who are enthusiastic for positive change and better equipped with the skills to deliver it.

These ongoing improvements clearly show that application of these skills is producing direct improvements in our healthcare system and that these improvements can be sustained over time.

Celebrating our successes and achievements

Since launching in 2014, HSI Tasmania has worked closely with the Tasmanian health system and workforce to help improve various healthcare delivery processes in our hospitals for the benefit of patients.

Leadership Masterclasses - developing strong collaborations

The seventh masterclass for Health Services Innovation Tasmania’s Collective Health Leadership program was held mid-year in Launceston.

Dr. Dirk de Korne lecture - Quality and Safety in Healthcare

HSI Tas invited Dr De Korne to Tasmania after his presentation at the conference Smart Hospital & Healthcare of the Future APAC 2016.
A recently released publication Working Together to Improve Healthcare celebrates our successes and achievements during this time.

The subject for the masterclass was Leading Change in Healthcare Delivery.

His presentation here at the Medical Science building was filmed and the video is now available for viewing - check it out here.

Showcasing Tasmanian Healthcare to the world

HSI Tas has developed two videos showcasing our collaboration with the Tasmanian Health System and the improvements that have resulted from our work for our hospitals and our patients. Everyone involved at the University and across the Tasmanian Health System has worked tirelessly in attaining these improvements - check them out below:

Youtube: Working Seamlessly Across Organisations

Youtube: Promoting Clinical Research and Application to Practice

HSI Tas' achievements recognised with prestigious nominations

The work of Health Services Innovation Tasmania (HSI Tas) has been recognised with our short listing for two prestigious International Excellence in Health Improvement Awards. The awards were part of the internationally recognised APAC Forum which was held in Sydney in September.

HSI Tas co-director Associate Professor Craig Quarmby said our shortlisting for these prestigious awards was testament to the reputation HSI Tas had developed over the past two years facilitating Tasmanian healthcare staff with improving the health system.

"Congratulations to the many involved," said Associate Professor Quarmby. "Our nominations are a tribute to the collective efforts of the many people across our health system and the University who have worked tirelessly to improve how we deliver health services, on the frontline and through professional development of Tasmania's health workforce."

Introduction to Clinical Redesign workshops

HSI Tas recently delivered three very successful one-day 'Introduction to Clinical Redesign' workshops across Tasmania. Held in Hobart, Launceston and Burnie, all three sessions were well attended. The participants were enthusiastic about enhancing their knowledge in Clinical Redesign and how to apply it across our hospital system to achieve better patient care.

This session continues to equip attendees to lead the positive change they would like to see in how healthcare is delivered. Past and present participants report that their skill base had increased significantly after the workshops, along with their understanding of tools and techniques that can be applied in
the workplace. Participants enjoyed the workshop and declared it a great day!

We are currently registering interest for our free Clinical Redesign workshops in 2017 - email Clinical.Redesign@utas.edu.au to secure your place!

APAC delegates interested in HSI Tas education courses

HSI Tas was able to share information about our education courses with nearly 1,500 delegates at the APAC Forum in Sydney in September 2016. Delegates came from all over the world and were eager to engage in health improvement conversation. The APAC website reports that attendees represented leaders, policy makers, doctors, nurses, allied health, quality improvement specialists and patients. It was clear they are all change makers who are passionate for continuous improvement in healthcare.

Thanks to everyone who visited the HSI Tas booth at the Forum. Click here to find out how you could study with us and lead the change you would like to see in healthcare.

ENTRY IS NOW OPEN.
Enhance your Clinical Redesign Skills through Post-Graduate Studies

Master the art and science of clinical redesign to help drive the change you want to see in the health system. Our hands-on Bachelor of Healthcare with Professional Honours (Clinical Redesign) program is helping to empower health professionals across Australia, with the knowledge and practical skills to lead change, drive improvement, and start to shift workplace cultures for the better.

What is Clinical Redesign?

'Clinical Redesign' is an organisation improvement method that has brought about significant improvement to healthcare service delivery (and countless patients!), worldwide. The method draws on a variety of tools that were initially developed within private industry (including the manufacturing industry), and adapts and extends these for use within health care settings. The focus of clinical redesign is to improve existing services and

- Study flexibly, online within a supporting mentored environment
- Get involved in research and advance your career with post-graduate qualifications

This program will provide you with the knowledge and skills to lead change, wherever you are situated within the health system. Valuable improvements to patient care can be led from above or below, and can be big or may be small. This program will equip you to become a change leader in your organisation.

Who should study this course?

This course is for anyone who is passionate about helping people and improving the way our health services are delivered to patients - whether you are a
processes, rather than create new services. The central goal of the method is to improve patient care.

**Why study Clinical Redesign with the University of Tasmania?**

- Help diagnose the ‘ailments’ of our healthcare system for better patient care
- Work on real problems, and receive the support needed to make fundamental improvements to our health system

**What does the program cost?**

Ask us about our Commonwealth Supported Places – you may be eligible.

**For more information**

More information on the Bachelor of Healthcare with Professional Honours (Clinical Redesign) M4V including entry requirements, course length and study outcomes, can be found online [here](#). You can also contact our Course Coordinator, Dr Pieter Van Dam at [Pieter.VanDam@utas.edu.au](mailto:Pieter.VanDam@utas.edu.au).

"The course was invaluable. I feel much better equipped to balance the daily challenges of my role. I have learned tools and techniques to assess a problem from a number of angles without jumping straight to potential solutions. This includes communication and staff engagement methods."

- Ann Allanby, Assistant Director of Nursing, Cancer Services Royal Hobart Hospital, Tasmanian Health Service