

Ms Tanya Bosch
Director, Budget Estimates
Room 812
Parliament of New South Wales
Macquarie Street
SYDNEY NSW 2000

Dear Ms Bosch

I refer to your letter of 21 December 2004 regarding questions taken on notice during the Budget Estimates Hearing on 20 December 2004.

The Hon Melinda Pavey MLC asked a question, which was taken on notice, concerning the tender price for the Access Improvement Program being facilitated by Accenture at a number of metropolitan hospitals.

The Access Improvement Program works to improve patient flows through the hospital system. With the help of external facilitators, clinicians, consumers and managers, NSW Health are devising better pathways for a patient's journey through the hospital system.

Accenture Ltd, were engaged, following a competitive tender process, to assist in the redesign of patient flows and help facilitate the Access Improvement Program in 10 metropolitan hospitals. The hospitals involved in the program are Westmead, Prince of Wales, Royal North Shore, Liverpool, Nepean, Campbelltown, Canterbury, Gosford, St George and Wollongong.

Specifically, the program has seen teams of specialists work with participating hospitals to seek the views of frontline staff who manage the journey of patients from the front of the emergency department, through operating theatres and Intensive Care Units, into a ward and to their discharge from hospital for on going care at home or in community facilities.

The total fee paid to Accenture for the Access Block Improvement Project is \$4,948,000.

I can advise that improvements are already being realised as a result of the Access Improvement Program. Throughout winter, access block across the hospitals involved in the program was on average 5% lower than in other metropolitan hospitals.

Nepean Hospital, where the process re-engineering project has been operating the longest, saw a dramatic improvement in performance on all emergency department indicators. This improvement is also being seen across other metropolitan hospitals as the outcomes of process re-engineering are implemented.

Yours sincerely

Robyn Kruk
Director General