

Mr Gerard Hayes
General Secretary
Health Service Union
Locked Bag 3
Australia Square, NSW, 1214

Patient Service and Planning

Re: Task Allocation System at Royal North Shore Hospital

May 2023

Dear Gerard Hayes,

I'm writing to let you know from May/June 2023, HealthShare NSW will be continuing to roll out the Task Allocation System (TAS) at Royal North Shore Hospital (RNSH).

As you know, we have already rolled out TAS to the majority parts of the hospital in 2021. An evaluation of the initial pilot showed that TAS led to an improvement in patient flow and operational performance, allowing for better forecasting of demand for our cleaning services and improved workforce planning. This also means we can prioritise our cleaning tasks in a more streamlined way.

Following the evaluation of the pilot, HealthShare NSW will now complete the rollout for all cleaning and portering tasks at RNSH. TAS benefits both HealthShare NSW and RNSH, as it allows for faster scheduling of tasks in real time. It also allows us to share the work equally as the system decides who is allocated which task according to demand

We have incorporated feedback from staff into the processes to ensure a positive user experience and will continue to take feedback from all staff as we roll TAS out to all wards. We are also meeting with staff over the coming weeks to provide the opportunity for questions and feedback prior to the rollout.

Please don't hesitate to reach out if you have any questions,

Sincerely,

Thor Hugginson
Associate Director, Patient Services and Planning
Thor.Hugginson@health.nsw.gov.au