

Proposed Restructure of ED/Admissions Administration Teams

Patient Services (Gosford & Woy Woy Hospitals)

13 – 14 December 2022



Health
Central Coast
Local Health District

Acknowledgement of Country

I would like to acknowledge the traditional owners of the land which we are meeting on by acknowledging Elders past, present, and future, and pay my respect to Aboriginal people joining us today.



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Review Background

- Concerns initially raised by ED Administration team in March 2021 regarding AO2 grading of their role.
- Commitment to undertake a review and investigate options.
- Benchmark of Gosford Hospital Admissions & ED Administration against peer LHDs – North Shore, Nepean, Wollongong, Westmead, St George, Liverpool, St Vincent's and RPA.
- Recent service changes such Patient Flow Portal, birthing suite NAPing plus planned expansion of HITH program.

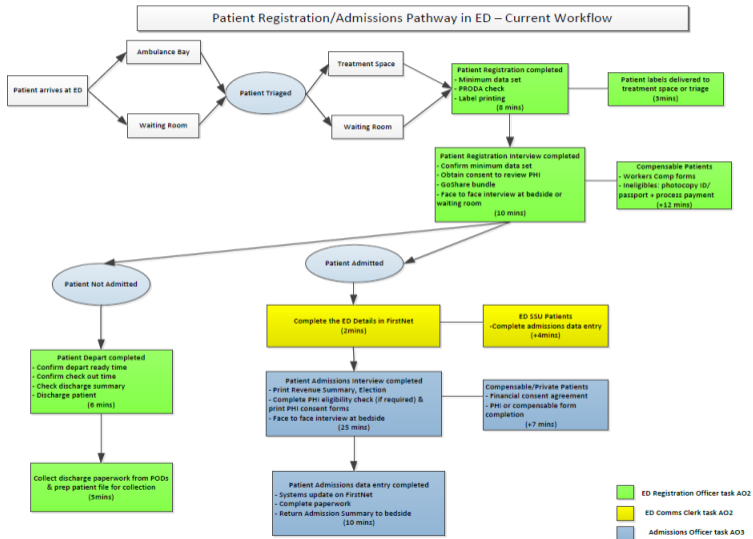


Current Situation

- Admissions Team (AO3) comprising 13 permanent employees (shift workers) and a casual employee team.
- ED Administration (AO2) comprising 21 permanent employees (both shift and non-shift workers) and a casual employee team.
- Tasks associated with patient registration and admission are divided between the 2 teams based on award levels, creating duplication in processes for staff and patients.
- Not all employees in either team work across a spread of shifts or weekdays/weekends.



Current Patient Registration/Admission Workflow



Proposed Change

- Re-grade the existing ED Registration Officers from AO2 to an AO3 to eliminate the need to define the registration and admissions of a patient by Award-driven tasks;
- Separate the functions of Surgical Admissions (Monday – Friday rostering) and ED Admissions (Monday – Sunday rostering);
- Merge the ED Admissions and the ED Registration Officer rosters, combining the tasks of the overnight Admissions Officer and ED Comms Clerk;
- Utilise the FTE savings to fund the re-grade of the ED Registration Officers from an AO2 to an AO3 role within the ED Administration team through a closed merit based selection process;
- Transition staff on the new ED Administration to a 24/7 roster pattern and transition staff on the new Surgical Admissions roster to a Monday – Sunday roster pattern, with a three (3) month notice timeframe of a change in shift pattern, and consideration to individual Flexible Workplace Agreements; and
- Appoint permanent contracts to fill vacancies in line with identified workforce demand profile, providing opportunity for increased contracted hours or permanent placement.

Key Benefits of Proposed Change

- Creates single administrative support team trained in all roles and processes for ED clinicians and patients.
- Provides ED Registration Officers the opportunity to increase their knowledge, capacity and learnings, with an increase in hourly pay rates.
- Provides the opportunity to consolidate the rosters, reducing reliance on casual staff by increasing the number of full time and part-time hours.
- Provides an equitable shift rotation for all staff to obtain penalty rate shifts and improve their knowledge of the services by working across the full span of operational hours.
- Improved roster transparency.
- Provides a patient-centric approach to our workflows.

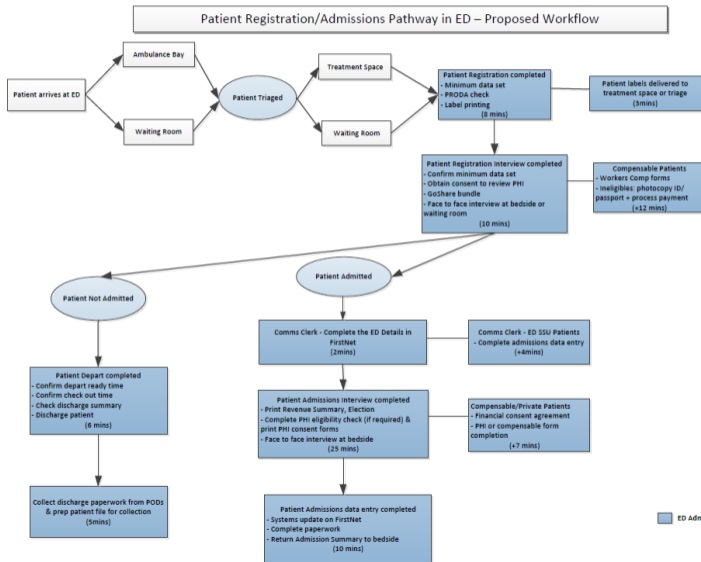


Impact on Establishment & Employees

With this proposed change, there will be:

- A decrease in FTE of 1.39FTE by combining the overnight shift tasks of the Admissions Officer and Comms Clerk, and deleting 0.5FTE from the current Admissions roster.
- Five (5) employees currently contracted as 'non-shift workers' will be affected by the implementation of a rotating 24/7 roster pattern. The District will work with these employees to find alternate working locations within the Patient Services team (if required).

Changed Patient Registration/Admission Workflow



Proposed ED Roster

Emergency Department																														
Week 1						Week 2						Week 3						Week 4												
Staff	M	T	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su		
FT1		A6	A7	A7	P11	P14	P15			A6	A7	P15	P15		ADO	N17	N17	N23	N23											
FT2	A7	A7	A7	P11			A6	ADO	P15	P15			A6	A7	A7	P14	P15	P15			N17	N17	N23	N23				P15	P11	
FT3			A6	A7	P15	P15			A6	A7	A7	P11	P14	P15		ADO	A7	A7	P15	P15			P15	N17	N23	N23			N23	
FT4	P14	N17	N17	N23	N23				ADO	A7	A7	P14	P15			A6	A7	A7	P11	P14	P15			A6	P11	P15			P15	
FT5	A6	P11	P15	P15	P15		N17	N23	N23	N23			ADO		A7	A7	P15	P15					A7	A7	P14	P14	P15			
FT6		ADO	A7	A7	P14	P15			P15	N17	N23	N23	N23				A6	A7	P15	P15			A7	A7	A7	P11	P14	P15		
FT7	A7	A7	P11	P14	P15			A6	A7	P11	P14	P15			P15	N23	N23	N23	N23			ADO	A6	A7	A7				A6	
FT8	ADO	A7	P14	P15	P15	P15			A7	A7	A7	P11			A6	A7	P11	P15	P15			P11	N17	N23	N23	N23				
FT9	P11	P15	P15	P15				A7	A7	P15	P15	P15				A7	P14	N17	N17	N23	N23				P15	P15	ADO	A6	A7	
PT1-32				A6	A7	P11	P15	P15					N17	N23	N23				A6	A7			A7	P15	P15		A6	P14	P15	
PT2-32	P15	P15	P15		A6	A7	P14						P15	P15	N17	N23						A7	A7	N23			A7	A7	P14	
PT3-32	N23	N23	N23			A7	A7	A7	P11	P14	P15			A6		A7	A7	P15	P15							P15	P15			
PT4-32	A7	P14	P15	P15			A7	N17	N23	N23				P15		P15	P11	A7				A6	P15	P15					P11	
PT5-32	P15	P15			A7	A7	P11	P15				A6	A7			N17	N23	N23				P15	P15				A7	A7	A7	
PT6-32	N17	N23	N23			P15	P15	P15					A7		P14	P15	P15		A6			A7	P14	P14	P15		A7			
PT7-32	P15	P15			A7	A7			N17			N23	N23		P11	P15			A7			P15	A7	P14	P15	P15			A7	
PT1-24	N23			N17	N23				P14	P15	P15																		N23	
PT2-24					N17	N23	N23	N23																				A6	A7	P15
PT3-24						A6	A7	P14					N17	N23	N23							A6	P11	P15	P15				P15	
PT4-24	P15						N23							A7															P15	
PT5-24						N23			P15			A6	A7	P15	P15										P14	P15			N23	
PT6-24						N17		P11	P15	P15		A7	P11	P15	P15										P15				N23	
PT7-18				N23			P15	P15				A7	A7	P14															N17	N17

A6	0600-1430	P11	1100-1930	N17	1700-0130
A7	0700-1530	P14	1400-2230	N23	2300-0730
		P15	1500-2330		

Current Admissions Roster

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
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	SHE	***							SHE/PCS			AL	SHE								SHE	SHE			SHT		SHT
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	SHT			SHT			SHE	SHE			SHE			SHE	SHE				SHE		SHT	SHT				SHE	
SHE	SHE	SHE	SHE		SHE	SHE		SL			SHE			SHE, SHE					SHE		SHT	SHT				SHE	
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SHE	SHE	SHE	SHE	SHE, *			SHE	SHE	SHE	SHE	SHE	SHE	SHE	ADD	SHT	SHT	SHT	SHE, SHE		SHT	SHT				SHE	SHE	
SHE	SL	SL	SL	ADD			SL	SL	SL	SHE	SHE										SHT	SHT				SHE	AL
SHE		SHE	SHE		SHE	SHE		SHE	SHE					ADD	SHT	SHT	SHT			AL	AL					SHE	AL
SHT		SHE	SHE	SHE	SHE	SHE	SHT	SHT + SHE		SHE	SHE, *	SHE, SHE	AL	SHE, SHE	SHT	SHT	SHT			SHT	SHT				SHE	SHE	SHE
SHE		SHE	SHE	SHE, *	SHE	SHE	SHE	SHE	SHT	SHE	SHT			SHE							SHT	SHT				SHE	SHE
	SHE, *																										
			SHE	SHE	SHE	SHE	SHE	SHE		SHE				SHT			SHE	SHE, *	SHE, *		SHE	SHE				SHT	
SHE		SHT	SHE	SHE			SHE				SHE			SHE	SHE						SHE	SHE				SHT	SHE
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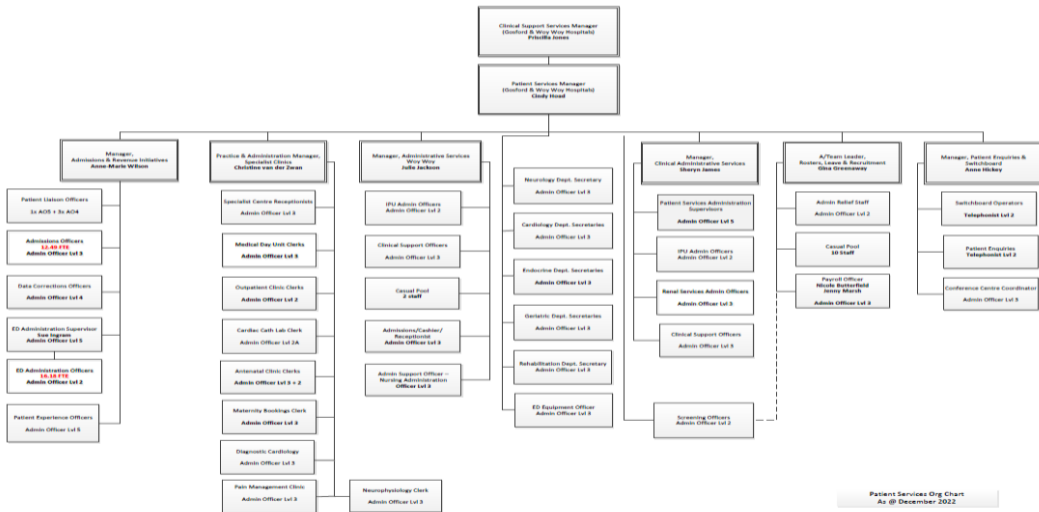
Proposed Surgical Admissions Roster

Surgical Admissions																												
Team Members	Week 1						Week 2						Week 3						Week 4									
	M	T	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su	M	T	W	Th	F	Sa	Su
FT1	A6	A6	A6	A7	A7			A7	A7	A7			A7	A7	A6	A6	A6	A6	ADO			A7	A7	A7	A7	A7		
FT2	A7	A7	A7	A7	ADO			A6	A6	A6	A7	A7			A7	A7	A7	A7	A7			A6	A6	A6			A7	A7
FT3	A6	A6	A6			A7	A7	A6	A6	A6	A6	ADO			A6	A6	A6	A7	A7			A7	A7	A7	A7	A7		
PT1-26	A7	A7	A7		A7		A7	A7				A6						A6	A7	A7				A6	A6			
PT2-26				A6	A6	A7				A7	A7	A7					A7	A6	A6							A6	A7	A7
PT3-26				A6	A6						A6	A6	A7	A7	A7	A7						A6	A6		A6	A6		

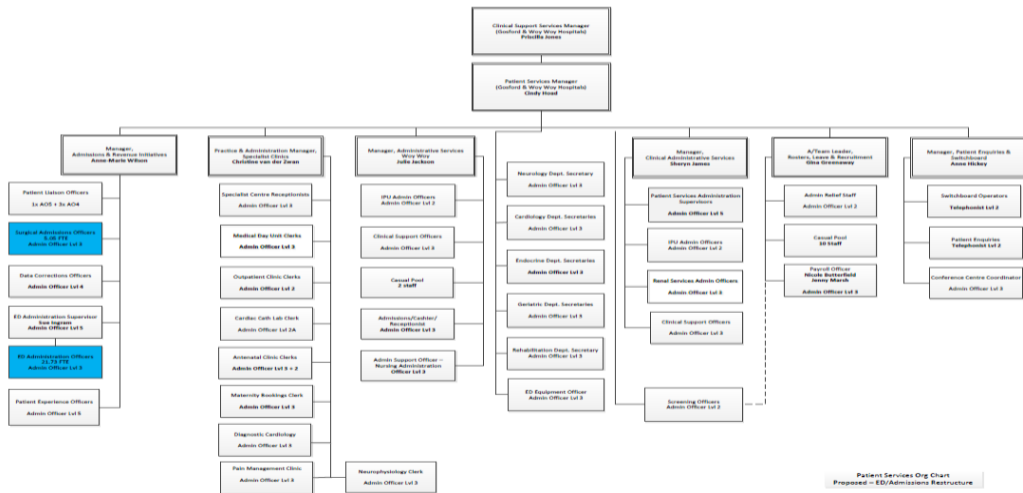
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Current Organisation Chart



Proposed Organisation Chart



Feedback & Next Steps

- All staff will receive a copy of today's presentation along with copies of the proposed rosters and relevant position descriptions on Wednesday afternoon, following the final information session.
- You are invited you to provide any feedback, comments, questions and/or concerns on this proposal within two (2) weeks, that is, by Friday 30 December 2022. This feedback can be
 - provided face to face or by email to Anne-Marie, Sue or Cindy
 - emailed to Ms Katrina Haines, HR Business Advisor,
Katrina.haines@health.nsw.gov.au
- Further, the NSW Health Services Union has been provided will also be provided a copy of this proposal and have also been invited to provide feedback accordingly.
- A frequently asked questions and responses paper will be circulated.

