**Specialist Outpatient Strategy - New Models of Care**

**Initiative Type**  
Service Improvement

**Status**  
Deliver

**Added**  
14 February 2018

**Last updated**  
26 November 2019

**URL**  

**Summary**

The New Models of Care (NMC) project is the fourth key investment initiative of the Queensland Government’s *Specialist Outpatient Strategy – Improving the Patient Journey*, aiming to improve the patient's journey and reduce patient waiting times for appointments.

The NMC project is exploring new ways of providing optimal specialist outpatient care under two programs targeting:

(1) proven models of care across selected Hospital and Health Services (the *Spread and Scale Program*), and

(2) ‘proof of concept’ trials of new and innovative models of care (the *Futures Program*).

Both NMC programs will support and facilitate the broader Strategy goals to:

1. reduce the number of Queenslander's waiting longer than clinically recommended for an initial specialist outpatient appointment; and
2. boost the capacity of the public health system to provide additional specialist appointments and healthcare services.

**Key dates**  
Jul 2017 Jun 2019

**Implementation sites**  
Projects are being implemented by the following hospitals/HHSs: Caboolture, Cairns, Gold Coast, Ipswich, Logan,
Mater, Princess Alexandra, Redcliffe, Royal Brisbane and Women’s, Redcliffe, Redland, Sunshine Coast, Torres and Cape, and Prince Charles.

**Partnerships**

Projects are being delivered in partnerships between HHSs, general practitioners, primary care networks, and the Department of Health.

**Key Contacts**

Jody Paxton
Service Improvement Manager
Healthcare Improvement Unit
(07) 3328 9337
Jody.Paxton@health.qld.gov.au

**Aim**

The aim of the NMC project is to identify new specialist outpatient models of care that can address structural difficulties within existing conventional models in order to increase patient access to specialist outpatient services; reduce the number of patients waiting longer than clinically recommended for an initial appointment; and boost capacity of the public health system to provide appointments in a scalable and sustainable manner.

**Benefits**

Anticipated benefits of the NMC project include:

- Cultivation of new ideas and innovative solutions in outpatient service delivery
- Accelerated establishment and spread of new models of care, leveraging from knowledge and practices locally, nationally and internationally
- Clinicians enabled to practice to the top of their professional scope
- Increased access pathways for patients to be seen by the most appropriate health professional, at the most appropriate time, in the most appropriate place for their clinical condition
Establishment, delivery and embedding of best-practice specialist outpatient care
Establishment of Queensland as a leader in the provision of specialist outpatient service

Background

Every patient journey through the Queensland public hospital system is unique. Currently, specialist outpatient care in the public health system mostly relies on first seeing a specialist at a hospital. There are many examples of models of care where clinical outcomes have been significantly improved by engaging of a broader set of health professionals, such as allied health and nurse practitioners, as a first point of contact with the hospital system.

Under the guidance of a specialist, a range of service delivery models can be delivered to patients in a more timely and cost-effective manner.

The Queensland Government's Specialist Outpatient Strategy – Improving the Patient Journey commits $30.0 million over 3 years to deliver the New Models of Care project.

NMC is the fourth key investment initiative of the Strategy to improve the patient journey and reduce patient waiting times for appointments.

Solutions Implemented

Spread and Scale Projects

• General Practitioners with Special Interest
• Primary Care Fracture Clinics

Futures Projects

• Advanced Dietitian Second Gastroenterology Model
• Early and Quick: Improving access and quality of care for Developmental / Behavioural Paediatrics
• A new Model of care for Ear, Nose and Throat service delivery in rural and remote Cape York, Australia
• HEPREACH: Hepatology Community Outreach
• State-wide Oncoplastics Meeting for Breast Reconstruction Patients
• Colon Consent Clinic – telehealth platform
• Development of an intestinal ultrasound service
• Meeting the Local Demand for Specialist Skin Cancer Treatment
• Metro South Neurology SOPD Initiative
• Ophthalmology Clinical Pathways Redesign Program
• WMHHS Ophthalmology Clinic Redesign

**Evaluation and Results**

Key Performance Indicators identified for all projects; evaluation to occur in 2019.

**References**


hospital based multidisciplinary balance clinic run by allied health professionals: first year results. The Journal Of Laryngology And Otology, 125(7), 661-667. doi: 10.1017/S0022215111000624


Manski-Nankervis, J. (2016). Evolution of health professional roles: GPs with a special interest in diabetes Diabetes & Primary Care Australia, 1, 52-54.


Morris, J., Grimmer-Somers, K., Kumar, S., Murphy, K., Gilmore, L., Ashman, B., . . .


Practitioners, R. C. o. G. (2016). GP with a Special Interest (GPwSI) accreditation
research/clinical-resources/gp-with-a-special-interest-gpwsi-accreditation.aspx

telenursing service on satisfaction and health outcomes of children with
inflammatory rheumatic diseases and their families: a crossover randomized trial

Razmjou, H., Robarts, S., Kennedy, D., McKnight, C., Macleod, A. M., & Holtby, R.
(2013). Evaluation of an advanced-practice physical therapist in a specialty
shoulder clinic: diagnostic agreement and effect on wait times. *Physiotherapy

nurse-led follow-up clinic. *European Archives Of Oto-Rhino-Laryngology: Official
Journal Of The European Federation Of Oto-Rhino-Laryngological Societies (EUFOS):
Affiliated With The German Society For Oto-Rhino-Laryngology - Head And Neck
Surgery, 268*(6), 829-832. doi: 10.1007/s00405-010-1319-7

Innovations in primary mental healthcare. *Australian Health Review: A Publication
Of The Australian Hospital Association, 37*(3), 312-317. doi: 10.1071/AH12203

interest headache service: observational study. *British Journal of General Practice,
58*(552), 478-483. doi: 10.3399/bjgp08X319440

Rogers, L. C., Andros, G., Caporusso, J., Harkless, L. B., Mills, J. L., Sr., & Armstrong,
prevention team. *Journal Of Vascular Surgery, 52*(3 Suppl), 23S-27S. doi:
10.1016/j.jvs.2010.06.004

Rose, R., & Probert, S. (2009). Development and implementation of a hand therapy
extended scope practitioner clinic to support the 18-week waiting list initiative.


PDF saved 06/12/2019