

QUESTION 1

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[Ms HUSAR] –

Ms HUSAR: have you turned your mind at all to the cost savings that the New South Wales state government is able to achieve by virtue of recycling a lot of this equipment, rather than buying new every time?

Ms HILLER: Yes. We have evaluated our savings. I would prefer not to try and pull those figures off the top of my head, but we could take that question on notice to provide you some advice around that.

Mr WALLACE: That would be very good. Thank you.

ANSWER

\$4.5M of cost is saved annually by utilising refurbished and reissued equipment compared to a cost of \$10.1M required to purchase brand new equipment.

QUESTION 2

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[Mr WALLACE] –

CHAIR [Senator GALLACHER]: Is there any reason that there shouldn't be a benchmark for planning decisions, in terms of time frame?

Ms HILLER: I would think it's would be good practice. For our own internal improvement, we certainly have a whole series of internal KPIs which track requests through our approval system. That's monitored, and, obviously, we look for where there are blockages and what we can do to improve those.

Mr WALLACE: What are those KPIs as far as the time it takes from application to delivery of equipment?

Ms HILLER: We have a variety of different KPIs, according to types of equipment and need. It would be hard to go through them all—

Mr WALLACE: Are you able to provide us with that on notice?

Ms HILLER: Yes. I noted that you were particularly interested in the prosthetic area, and we do have some information, both on the time to approve funds and the time to then build the prosthetic limb.

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Mr WALLACE: If you could provide us with the KPIs that you have in your department for all of your ATs that would be great.

Ms HILLER: We'll certainly provide you with some relevant ones.

ANSWER

The following is a summary of EnableNSW's KPIs. It is broken into two parts:

- Internal - from receipt of request through approval/ funding allocation to order placement, and
- External - from purchase order being placed with a provider to delivery to customer.

INTERNAL – AIDS AND EQUIPMENT

(i) Customer service and processing times	KPI
Incoming calls	Average Speed of Answer < 40 sec
Email response	< 24 hours
Repair lodged with provider	< 24 hours
Re-order lodged with provider - continence, Home Enteral Nutrition (HEN)	< 2 days
Quoted equipment request* to purchase order	<10 days
Refurbished stock request* to delivery bay	<5 days

*Assumes complete application

EXTERNAL – AIDS AND EQUIPMENT

(ii) Equipment request (order placement to delivery)	KPI
Order delivery – continence, Home Enteral Nutrition (HEN)	< 10 days
Refurbished stock delivery bay to home	< 14 days

Equipment delivered through NSW Government Contracts have KPIs for delivery which varies for each equipment type and between metropolitan and rural areas.

Quoted items have varied delivery times following an order. The estimated delivery time is listed on the quote. This variance is due to factors such as:

- the complexity of equipment, whether it is standard, adjustable (customisable) or custom made
- availability of parts and stock with suppliers
- manufacture times, and

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- mutually convenient appointment times for consumers and/or their health professional.

INTERNAL – PROSTHETIC LIMBS	
(i) Prosthetic Limb Service Metrics (request to approval/order)	KPI
Interim Limb (first limb post-amputation surgery) approval	< 24 hours
Replacement limbs and sockets	<14 days*
Minor repairs under \$700	Immediate
Minor repairs (\$700-\$2000) – where provider telephones EnableNSW for approval	Immediate

*NB: EnableNSW guidelines are published and consistent so many providers commence work ahead of approval

EXTERNAL – PROSTHETIC LIMBS	
(ii) Prosthetic Service Provider Metrics (funding approval to delivery)	KPI
Interim Limbs (metro)	5 days
Interim Limbs (rural/regional)	17 days
Replacement limbs or sockets (metro)	10 days
Replacement limbs or sockets (rural/regional)	15 days