



Supporting your state of wellbeing

Review and Continuous Improvement Framework

*Lymphoedema Compression Garment Subsidy
Scheme*



**Government
of South Australia**

Wellbeing SA

Background

Lymphoedema compression garments are one of the treatment modalities used to support people with lymphoedema with the management of their condition. Garments can reduce the development of associated complications, improving health outcomes, decreasing preventable admissions to acute services and reducing demand and costs to the health system. The Australasian Lymphology Association (ALA) continues to endorse the use of compression garments as an essential treatment modality for the management of lymphoedema.

The South Australian Compression Garment Subsidy Scheme (CGSS) has been established for people living with lymphoedema and provides for 100% subsidy for eligible patients, accessing two sets of garments every six months. Access to the scheme is through approved public and private prescribers.

To assist with streamlined ordering and supply of compression garments, SA Health will establish a panel of compression garment suppliers to provide ready-made or custom-made, medical grade compression garments to eligible clients in a timely manner.

See the *Lymphoedema Compression Garment Subsidy Scheme Policy Guideline* for further detail.

The purpose of the plan

The CGSS is a new initiative and requires ongoing monitoring to **enable improvements** and to **ensure viability** of the Scheme in the early implementation phase (mid 2020 to end 2021). The data collected will also enable exploration of further questions in later 2021 and provide a continuous improvement approach to support the ongoing development of the Scheme.

The scope of the plan

This review and continuous improvement framework is focused on the success of the Scheme in the provision of garments to clients.

The audiences

It is anticipated that the Minister for Health and Wellbeing, the executive of the Department for Health and Wellbeing, Wellbeing SA, Local Health Networks (LHNs), approved prescribers, health professionals, people living with lymphoedema and consumer stakeholder groups will be interested in the performance of the Scheme.

Governance and reporting

It is proposed that a sub-group of the CGSS Work Group be formed to provide oversight of the implementation and ongoing development of the framework. At a minimum, this should include a clinical representative from the metropolitan and country regions, an NGO Performance representative, an Allied and Scientific Health Office representative and a Wellbeing SA representative.

In addition, the CGSS Advisory Group will be utilised to provide stakeholder and consumer input into the Framework.

Methods

See Table 1.

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Approval Date	Version	Who approved New / Revised Version	Reason for Change
28/10/2020	V1.2	Review and Continuous Improvement Sub-Group	Final framework for implementation
07/10/2020	V1.1	Review and Continuous Improvement Sub-Group	Second working draft updated per feedback from Sub-Group
28/09/2020	V1.0	Review and Continuous Improvement Sub-Group	First working draft



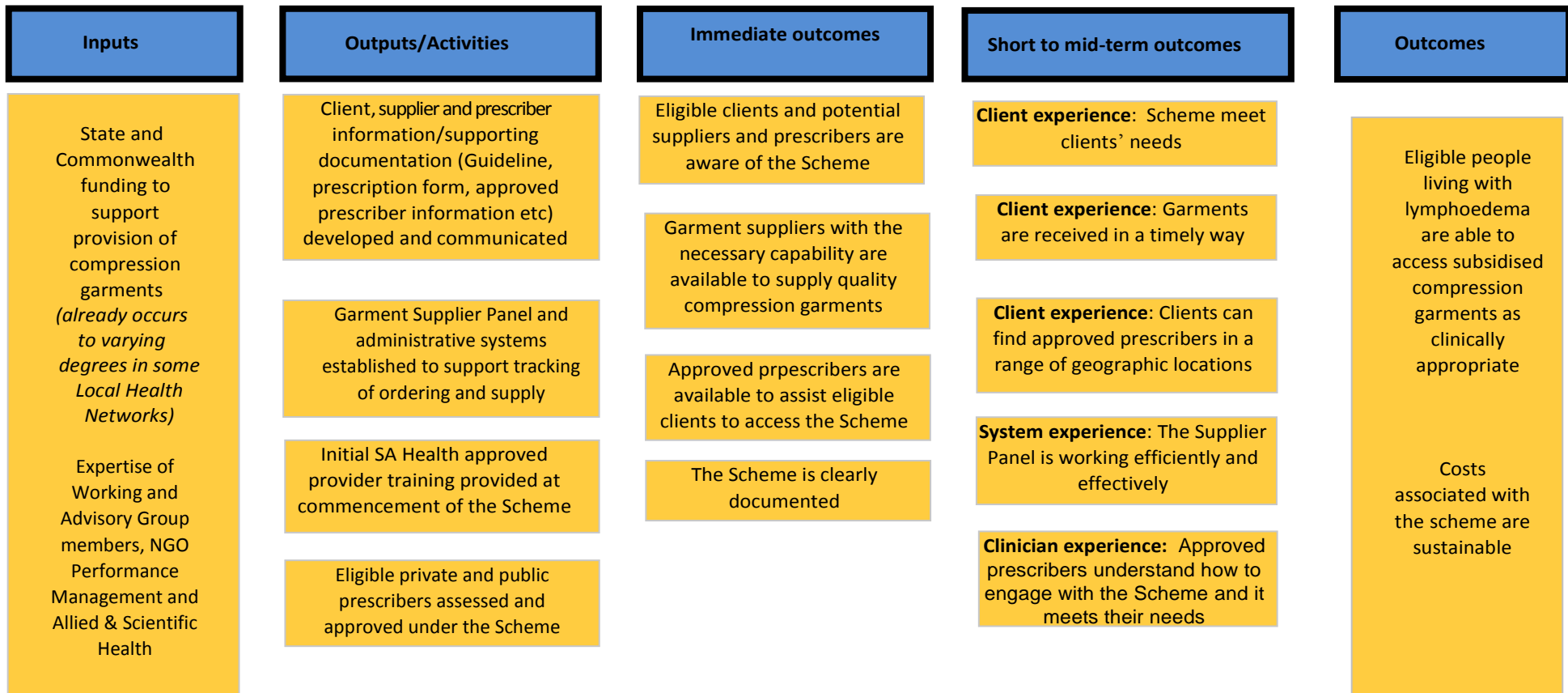
South Australian Lymphoedema Compression Garment Subsidy Scheme Continuous Improvement Framework

Problem Statement

South Australian people living with lymphoedema can face financial barriers which prevent access to compression garments. Compression garments are considered by the Australasian Lymphology Association (ALA) as an essential treatment modality for the management of lymphoedema.

Solution

Establishment of a Compression Garment Subsidy Scheme that provides for 100% subsidy for eligible clients, accessing two sets of garments (2 garments per body part), every six months.



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Table 1: Summary of methods

Inputs	Question	Data	Data Source and Responsibility	Frequency
State and Commonwealth funding to support provision of compression garments (which already occurs to varying degrees in some Local Health Networks)	What was the overall budget spend to deliver the Scheme?	State and Commonwealth funding contributions to Scheme per financial year (Quantitative)	Scheme Implementation Team	Annual

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Activities/Outputs -Immediate outcomes	Question(s)	Data	Data Source and responsibility	Frequency
Client and prescriber information developed and communicated - Eligible clients and potential prescribers are aware of the Scheme	Can clients and potential prescribers readily find information?	Website hits for the CGSS site (Quantitative) Material communicated through networks	Communications to Scheme Implementation Team Advisory Group	Annually
Garment supplier panel and administrative system to support tracking of ordering and supply established - Garment suppliers with the necessary capability are available to supply quality compression garments	Which Suppliers are engaged in the Supplier Panel and which locations do they each service?	Completion date for procurement List of Suppliers and locations serviced by each (Qualitative)	NGO Performance Management Team/ Procurement Team	Date of Supplier Panel procurement completion, and at any time there is a change in Suppliers
Approved prescriber training provided - Approved prescribers are available to assist eligible clients to access the Scheme	How many clinicians accessed the training? How many rural clinicians accessed training? What proportion successfully completed and became a approved prescriber? Were the prescribers satisfied with training? Did suppliers offer education and training for clinicians?	Number of clinicians: (i) attended training (ii) successfully completed by metro and rural (defined by LHN) workplace address (Quantitative) Proportion of clinicians reporting satisfaction with training Proportion of clinicians reporting access to peer support or other educational opportunities	Training records LHNs to Allied and Scientific Health Office Training evaluation report ASHO NGO Performance Management KPIs and online survey to all prescribers	Annually September 2020 and after any subsequent training Annually

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<p>Eligible private and public prescribers assessed and approved under the Scheme -Approved prescribers are available to assist eligible clients to access the Scheme</p>	<p>How many public and private clinicians were assessed and how many were approved under the Scheme?</p>	<p>Number of clinicians assessed (by public and private) Proportion of assessed clinicians who were approved under the Scheme (by public and private)</p>	<p>ASHO (credentialing database)</p>	<p>September 2020 and then annually</p>
<p>Supporting documentation developed (Guideline, approved client/ approved prescriber information, prescription form etc) -The Scheme is clearly documented</p>	<p>Do approved suppliers and prescribers have access to sufficient information and necessary resources?</p>	<p>Proportion of suppliers and approved prescribers reporting the Guideline provides sufficient information. (Quantitative) Proportion of approved prescribers reporting they know where to look for information (Quantitative)</p>	<p>Online survey to all suppliers and approved prescribers Scheme Implementation Team</p>	<p>February 2021 and then annually</p>
		<p>Website hits for the CGSS site (Quantitative)</p>	<p>Communications to Scheme Implementation Team</p>	<p>Annually</p>

Short to mid-term outcomes	Question(s)	Data	Data Source and Responsibility	Frequency
<p>Client experience: Did the Scheme meet clients' needs?</p>	<p>Did the Scheme meet clients' needs?</p>	<p>Proportion of clients reporting they were very/satisfied with the Scheme? Number of client complaints received about the Scheme Number of complaints and patient incidents reported relating to the Scheme</p>	<p>Online survey to clients via email Scheme Implementation Team Suppliers, LHNs to Scheme Implementation Team (patient incidents) Safety Learning System</p>	<p>February 2021 and then annually Annually February 2021 and then annually</p>

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			(complaints) Safety Learning System NGO Performance Management Team Scheme mailbox Approved prescribers	
	How could the Scheme change to better meet the needs of clients?	Advice from clients on how the Scheme could better meet their needs (Qualitative)	Online survey to all clients Scheme Implementation Team	February 2021 and then annually
Client experience: Garments are received in a timely way	Is the process resulting in timely provision of garments to clients?	Number of business days between: <ul style="list-style-type: none"> • submission of prescription, • authorisation of prescription, • submission of order, • garment receipt <i>(average and range)</i> (Quantitative)	NGO Performance Management Team	Quarterly
Client experience: Clients can find approved prescribers in a range of geographic locations	Are approved prescribers available across all metropolitan and country regions (public and private)?	Number (and proportion) of approved prescribers by LHN and by public/private	Approved provider list and confirmed through credentialing data base Allied and Scientific Health Office	Quarterly
System experience: The Supplier Panel is working efficiently and effectively	Are the Suppliers providing an efficient and effective service aligned with their contracts?	Number of Suppliers meeting all contract KPIs (Quantitative) Number of incidents/complaints reported by the Supplier as part of standard contract	NGO Performance Management Team	Quarterly
Clinician experience: Approved prescribers understand how to engage with the Scheme	Are approved prescribers using the Scheme (as a proxy for ease of use)?	Number of prescriptions submitted Number (and proportion) of these prescriptions from (a) private and (b) public approved prescribers	Supplier Panel administration by NGO Performance Management Team	Quarterly
	Are approved prescribers using the Scheme effectively?	Number (and proportion) of prescriptions rejected (ie eligible – as proxy for effective use) +/- summary of common reasons for rejection	NGO Performance Management Team	Quarterly
	Are approved prescribers happy with the service	Proportion of approved prescribers reporting they are happy with:	Online survey to all approved	February 2021

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	provided by the Supplier Panel?	<ul style="list-style-type: none"> the quality of garments timeliness of provision of garments support provided by Suppliers eg training (Quantitative) 	prescribers Scheme Implementation Team	and then annually
	How could the Scheme change to better meet the needs of clients?	Advice from approved prescribers on how the Scheme could better meet clients' needs (Qualitative)	Online survey to all approved prescribers Scheme Implementation Team	February 2021 and then annually

Outcomes	Question(s)	Data Collection Type	Data Source and Responsibility	Frequency
People living with lymphedema are able to access compression garments as clinically appropriate	How many clients in total received garments?	Total number of clients (individuals) receiving garments (Quantitative)	NGO Performance Management Team for collation in Oracle	Quarterly
	How many clients were new to the scheme?	Total number of new clients receiving garments (Quantitative) To be reported second year onwards		
	How many sets of garments did these clients receive?	Total number of (and sets of) garments provided to these clients (average and range) (Quantitative)		
	<ul style="list-style-type: none"> How many ready to wear sets of garments did clients receive? How many custom- made sets of garments did clients receive? 	Proportion of total garments were ready to wear (Quantitative)		
	<ul style="list-style-type: none"> Who were the clients receiving the garments? 	Proportion of total garments (and sets of garments) were custom made (Quantitative) Proportion of clients by: <ul style="list-style-type: none"> Geographic location (LHN) Gender Age category 		
Costs associated with the scheme are	How much did the scheme cost?	Funding expended on garments and other Scheme costs	Scheme Implementation Team	Quarterly

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sustainable		(Quantitative)		
	Were there any cost pressures experienced?	Proportion of costs by <ul style="list-style-type: none"> • Suppliers • Geographic Locations • Types of garments – identify any contributing to higher or lower costs compared with budget projections (Quantitative)	Supplier Panel data from NGO Performance Management Team	Quarterly

*Annual reporting will be prepared for reporting in April