



Epworth

Epworth Doctors Charter 2016-17

Building stronger partnerships with
Epworth's medical practitioners

Epworth HealthCare values the contribution of its medical specialists to improve the health, wellbeing and experience of every patient. We seek to create a supportive professional environment that sustains excellent and productive specialists who are committed and aligned to Epworth.

- The Epworth Doctors Charter recognises your merit-based appointment to one of the best, largest and most progressive academic healthcare organisations in Australia. We are committed to a partnership with you that is mutually beneficial. This will enable us, collectively, to offer Epworth patients high quality care, an excellent experience and reasonable cost services which ensure the growth and sustainability of not for profit, private health care.
- In our relationship with you we will be inclusive, fair, responsive and demonstrate the Epworth Values. We will communicate and consult effectively, ensuring appropriate representation, responsible governance and access to information. We will support your personal engagement with your 'home' Epworth site and your Epworth Clinical Institute. Divisional and Group Medical Advisory Committees, and Clinical Institutes will help guide our strategic and operational planning.
- The Epworth Doctors Charter has been prepared following detailed discussion with Epworth specialists. It complements the obligations that medical practitioners make to Epworth, as outlined in the Epworth By-Laws. During 2016 and 2017 a number of initiatives will be progressively developed and monitored across Epworth which are detailed on the following pages. Regularly updated information on progress metrics are available at <http://www.epworth.org.au/Medical-Practice-at-Epworth>
- Following further consultation an updated Charter is planned for 2018-2019.

This Charter outlines the benefits that Epworth is committed to provide to appointed medical specialists.

1. Patient Care Experience

Epworth will offer your patients an experience and quality of patient-centred care that is amongst the best in Australian healthcare.

2. Service Systems

Epworth aims to provide you with quality and efficient patient administration and booking systems which integrate effectively with your practice.

3. Clinical Information

Epworth aims to provide you with reliable clinical information services which enable safer and higher quality medical care.

4. Facilities / Resources

Epworth aims to provide you with access to high quality and cost effective facilities, patient rooms, theatres, equipment, technology, diagnostic services, and increase the availability of consulting rooms.

5. Professional Capacity

Epworth will enhance your professional capacity through access to medical staff support, comprehensive consultant services, multidisciplinary teams and quality of care information.

6. Workplace Culture

Epworth aims to provide you with a healthy, safe, and positive working environment with access to supportive services if required.

7. Practice Development

Epworth will help support the development of your practice through pro-active GP and other referral pathways, business advice and services.

8. Health Research

Epworth will provide you with opportunities, services and competitive access to resources to undertake clinical and health services research.

9. Clinical Education

Epworth will provide you with opportunities to undertake professional development, access high quality simulation and learning environments, and contribute to medical education.

10. Philanthropic Support

Epworth will provide support to develop and access philanthropic funding opportunities which can support your professional development, research, equipment and service needs.

Epworth Doctors Charter Commitments 2016-17

1. Patient Care Experience

Epworth will offer your patients an experience and quality of patient-centred care that is amongst the best in Australian healthcare.

Over the course of 2016 and 2017 Epworth is committed to:

- i. provide capable and competent staff;
- ii. support excellence in patient care in an academic environment;
- iii. offer timely quality imaging, pathology and pharmacy services;
- iv. deliver an outstanding level of patient satisfaction; and
- v. strengthen clinical governance systems and your engagement.

2. Service Systems

Epworth aims to provide you with quality and efficient patient administration and booking systems which integrate effectively with your practice.

Over the course of 2016 and 2017 Epworth is committed to:

- i. implement secure and confidential patient information exchange between you and Epworth;
- ii. provide key contacts to enable streamlined support for rooms and practices;
- iii. ensure ward responsiveness is efficient and timely;
- iv. enable timely electronic notification of patient admissions and discharges to GPs and specialists; and
- v. facilitate easy linkages with Epworth's pathology and radiology services.

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3. Clinical Information

Epworth aims to provide you with reliable clinical information services which enable safer and higher quality medical care.

Over the course of 2016 and 2017 Epworth is committed to:

- i. expand our wifi coverage to the internet to include consulting rooms on Epworth premises;
- ii. increase availability of IT system access devices for clinical use;
- iii. offer IT support in accordance with the Medical Orientation Guide and facilitate additional support on a fee for service basis;
- iv. provide My Patients App which includes real time patient location;
- v. enable easy online access to imaging from external providers where feasible;
- vi. provide clinical support resources on mobile devices;
- vii. give access to, and offer training on the use of 'Point of Care' terminals for bedside access to patient and clinical information; and
- viii. provide faster user logon to the Epworth IT network.

4. Facilities / Resources

Epworth aims to provide you with access to high quality and cost effective facilities, patient rooms, theatres, equipment, technology and diagnostic services, and increase the availability of consulting rooms.

Over the course of 2016 and 2017 Epworth is committed to:

- i. plan future Epworth sites to reflect patient demographics and referral bases;
- ii. provide new facilities to a very high standard and ensure existing facilities are progressively updated in accordance with Epworth's capital plan;
- iii. invest in new and update existing technologies and equipment based on clinical and commercial assessment and Epworth's capital plan;
- iv. facilitate bed access for elective and emergency admissions within available capacity;
- v. ensure sufficient availability of operating theatres through growth in capacity and effective and efficient use; and
- vi. plan for new specialist centres and day facilities away from main hospital sites.

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5. Professional Capacity

Epworth will enhance your professional capacity through access to medical staff support, comprehensive consultant services, multidisciplinary teams and quality of care information.

Over the course of 2016 and 2017 Epworth is committed to:

- i. provide membership of a Clinical Institute for collegial support;
- ii. facilitate access to a broad range of specialist colleagues including expansion of multi-disciplinary teams;
- iii. enable and provide access to support medical staff including surgical assistants, antimicrobial stewards and doctors in training where possible;
- iv. continue expanding clinical audit systems, personal practice information and professional support services;
- v. provide opportunities to apply for leadership roles in clinical practice, governance, innovation, education and research; and
- vi. provide an Epworth email address and access to our Intranet.

6. Workplace Culture

Epworth aims to provide you with a healthy, safe, and positive working environment with access to supportive services if required.

Over the course of 2016 and 2017 Epworth is committed to:

- i. promote a positive and enjoyable workplace which is responsive, solutions focused and innovative;
- ii. provide safe working conditions including zero tolerance of bullying, discrimination and harassment;
- iii. foster collegiality and comradery; and
- iv. facilitate access to confidential personal counseling and emotional support services.

Epworth Doctors Charter Commitments 2016-17

7. Practice Development

Epworth will support the development of your practice through pro-active GP and other referral pathways, business advice and services.

Over the course of 2016 and 2017 Epworth is committed to:

- i. deliver an online induction and orientation to Epworth;
- ii. provide business development advice and support including establishment of group practices;
- iii. offer financial literacy and billing guidance;
- iv. assist with practice establishment for doctors new to Epworth;
- v. enable relationships – GPs to specialists, specialist to specialist, patients to specialists; and
- vi. expand opportunities for participation in on call rosters which reflect Epworth's expanded services.

8. Health Research

Epworth will enhance your professional capacity through access to medical staff support, comprehensive consultant services, multidisciplinary teams and quality of care information.

Over the course of 2016 and 2017 Epworth is committed to:

- i. offer competitive research grant schemes;
- ii. deliver clinical trials opportunities and support;
- iii. provide biostatistical and study design advice;
- iv. build your research capacity through training opportunities;
- v. provide physical research facilities where appropriate; and
- vi. offer financial management support for your research funds through the Epworth Research Institute.

Epworth Doctors Charter Commitments 2016-17

9. Clinical Education

Epworth will provide you with opportunities to undertake professional development, access high quality simulation and learning environments, and contribute to medical education.

Over the course of 2016 and 2017 Epworth is committed to:

- i. provide access to a suite of on-line medical education modules free of charge;
- ii. offer learning opportunities through Clinical Institute events and symposiums, and mentoring where indicated;
- iii. provide library resources accessible via the internet;
- iv. offer educational grants on a competitive basis;
- v. seek accreditation by Medical Colleges and Associations for education/audit/MDT meetings;
- vi. provide a certified statement of education undertaken for College CPD submissions; and
- vii. facilitate an academic title for significant teaching and /or research.

10. Philanthropic Support

Epworth will provide support to develop and access philanthropic funding opportunities which can assist your professional development, research, equipment and service needs.

Over the course of 2016 and 2017 Epworth is committed to:

- i. manage all aspects of relationships with philanthropic external funders including applications, acquittals and financial management;
- ii. provide grant writing services when seeking philanthropic funding support from external groups;
- iii. provide advice and education for specialists about how philanthropic support and grants can be accessed;
- iv. raise \$5M towards a \$15M innovation corpus to support clinical and research innovation to be launched in 2020;
- v. fund a range of annual named grants to support the individual development of specialists; and
- vi. continue to increase the Epworth Research Institute endowments to \$15M.