Case study 1: Designing optimised priority care triage for SA Health's priority care centres.

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The opportunity space.

Engaged By Wellbeing SA in February 2022, I undertook a Discover and Define approach to first understand the current state of the Priority Care Centre (PCC) operations, and then propose a solution to improve efficiency, free up clinician time for care, and provide an enhanced patient and staff experience.

The need.

- ❖ The Priority Care Centres provide a highly regarded model of care that is an effective alternative to ED treatment in hospital. They are a key contribution to SA Health's commitment to ensuring patients have access to appropriate care and providing appropriate alternatives to support the range of hospital demand initiatives being progressed.
- ❖ As PCCs grow in patient volume, efficiency challenges have arisen due to increasing information, technology, and communication "bottlenecks".
- ❖ Options to increase efficiency are being considered, including the potential for a centralised booking model.

The approach.

Research: I conducted qualitative research with PCC Nurses, operational leads, and Physicians. I conducted 1:1 and group interviews, utilising Microsoft Teams, with referrers from Hospital EDs, SA Ambulance Service, and Health Direct Australia.

Ideation: I brought a user group together to ideate on the Points of Impact, utilising Teams, and MIRO. Their ideas and feedback were used to inform the operating model and solution design.

Solution design: following ideation we iterated the design of screens in low resolution. wireframes were then used to create a high-resolution clickable prototype which was in turn iterated. This design process was highly collaborative and inclusive of users.

People & process overview: we mapped current state processes to remain, and the future state changes to both people and process.

Future state roadmap: we defined a suggested future state technology ecosystem and roadmap to agile MVP development, testing, and implementation.

The outcomes.

Insights report containing

❖ Research overview
❖ High level user needs
❖ Personas and experience maps
❖ Operational ecosystem
❖ Technology ecosystem

❖ Reporting requirements
❖ Data capture requirements

Conceptual "clickable" prototype of reporting dashboards and patient referral flow