

Driving innovation in allied health services for a health network

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Purpose: To construct a comprehensive framework to promote a flexible Music Therapy service that is responsive to rapidly evolving patient needs across all sites at Monash Health.

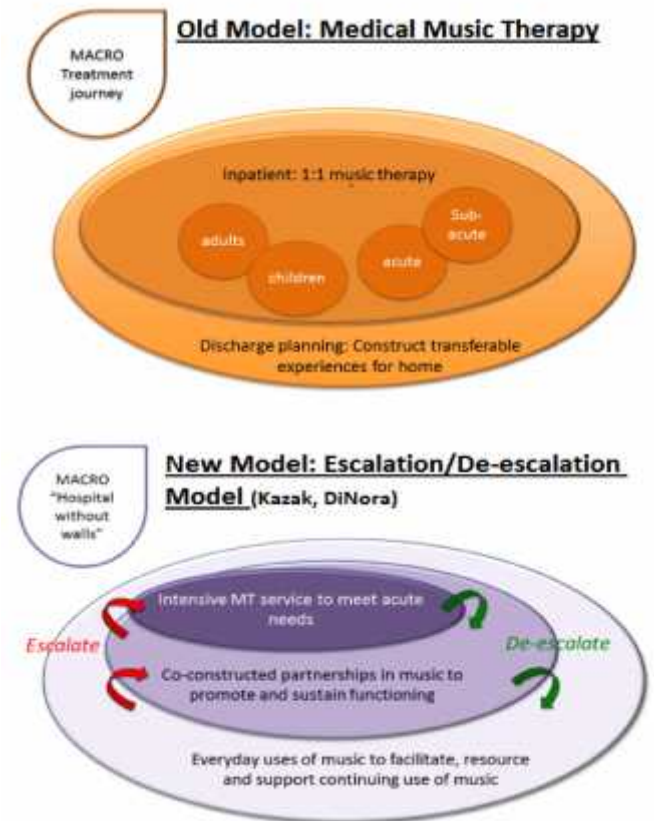
Background: The Monash Health Music Therapy Service is one of the largest and longest standing music therapy services in Australia. Growth has been responsive to funding opportunities and traditionally reactionary rather than pro-active in development. The Sustainable Innovation project is a multi-phase clinical project designed to reconfigure the service with a flexible model to integrate workforce skill, growing patient diversity, and priorities of the Monash Health network.

Key frameworks explored to drive innovation in service change:

1. Use of nested ecological system to clarify the macro-level structures to distinguish current structures and, separate administrative structures from clinical priorities
2. Use of a salutogenic –pathogenic framework to reconfigure patient priority according to network's 'Hospital without walls' priority
3. Team science approach which acknowledges key role for all service providers

Outcome: A flexible macro-meso-micro framework established to drive innovation in patient prioritisation, strategic partnerships and and sustainable workforce. The escalation/de-escalation model allows clinicians to prioritise services based on patient/family need, regardless of clinical stream or speciality.

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