

Notification of upcoming tender process for the Central Intake Line (CIL)

Registration of Interest

Introduction

This notification has been issued to inform the market that Western Sydney Primary Health Network (WSPHN) will soon be commencing the procurement process for the Central Intake Line (CIL) as part of our Value Based Urgent Care model.

Invitation to Respond - This is not a tender but is an invitation for market response to information published on, or accessible through, this website, pertaining to this upcoming tender. Examples would include EIS, discussion papers, requests for information, registrations for position appointments, etc.

Background

In 2018/2019, there were 200,508 Emergency Department (ED) presentations, to Western Sydney Hospitals, equating to approximately 20% of the population within the Western Sydney Primary Health Network (WSPHN) catchment area. Within the total number of ED presentations, an average of 41% of all presentations were reported as either [semi-urgent or non-urgent](#). The target population for the CIL will be people with low acuity conditions, who would have otherwise gone to a Western Sydney Emergency Department.

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Collaborative Commissioning is a whole of system approach designed, in partnership with Western Sydney Local Health District (WLSHD), NSW Health and the broader health and social sector, to enable and support delivery of value-based, patient-centred health care in the community. It aims to incentivise integration across the entire continuum of care, and embed local accountability for delivering value-driven, outcome-focused, and patient-centred health care. We are inviting applicants with innovative ways that can provide or design an integrated CIL platform, for the purpose of triage and referrals to existing health services. The CIL platform will need to have the following specific requirements:

- Shared care platform that allows collaboration between Health Care Neighbourhoods
- Access to National Health Care Service Directory
- Digital phone and video system capable of tracking call data and recording calls i.e. wait times, calls left unanswered, call durations, call forwards (both internal and external)
- Online chat, SMS, photo messaging and email functionalities
- Centralised booking system
- Triage assessment tool that will be standardised and agreed upon across all Urgent Care Services (UCSs). It is recognised that an existing Emergency Department standardised triage tools exists, however an adapted version of this assessment tool for the UCS setting may be needed to ensure integration with the various pathway options for this model
- Web-based access
- Integration of “walk-in” service as part of CIL
- Access to interpreter services
- Training and ongoing support for CIL platform.

Next Step

A tendering process for the Central Intake Line will be undertaken in early 2021 after a period of consultation with the market to facilitate the development of a service model. The model will be designed and implemented for the purpose of triage and referrals to existing health care services.

It is recognised that an existing Emergency Department standardised triage tool exists as well as the established HealthPathways, however, an adapted version of these tools and platform for the urgent care services setting may be needed, which will integrate with the various pathways options for this model.

If your organisation is already delivering a system similar to the Central Intake Line or is involved in the development and/or implementation of similar platforms or has a capacity, expertise and desire to do so, you are encouraged to participate in this tender process.

Further information will be provided in December 2020, so that all interested parties will have time to consider their position.

Registering of Interest

WSPHN is inviting service providers who are interested in participating in this tender process to register their interest by providing their relevant contact details to the following email address Commissioning@wentwest.com.au by Monday 7 December 2020. Further information on registering your interest will be available on Tenderlink, the Australian Tenders and WestWest website. WSPHN intends to commence consultation (one-on-one discussions or workshops) with registered providers in early 2021 before commencing the tender process.

More Information

If you have any questions, please contact the Commissioning team at Commissioning@wentwest.com.au