

PART 5 – SERVICES SPECIFICATION

RFTHPV2010-052

Pathology Services (Gippsland Region)

Notes to Tenderers

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PART 5 SERVICE SPECIFICATION

5.1 PREAMBLE

- 5.1.1 For the purposes of this Part, references to “the Contractor” mean the successful tenderer and references to “the Agreement” mean the service agreement to be executed by Health Purchasing Victoria (HPV) and the successful tenderer.

5.2 PROVISION OF INFORMATION

- 5.2.1 Tenderers shall provide all requested information. Failure to do so may result in the Tenderer's submission being regarded as non-complying.

5.3 SERVICE OVERVIEW

In this clause, and subject to further detail in this Specification, the following features of the services tendered are required:

- 5.3.1 The Contractor shall deliver a 24 hour per day, professional pathology service pursuant to the Agreement to assist the Health Services listed in Annexure 1 (The Health Services) to achieve their mission of providing high quality health care services.
- 5.3.2 The Contractor shall provide a full range of pathology testing services appropriate to the Health Services' patient and activity profiles provided in Annexure 2, and including an easily accessible results interpretation service.
- 5.3.3 Cumulative test volumes and annual spend data from each Health Service for previous years are provided at Annexure 3 for reference purposes only. A breakdown by CMBS code is provided for further reference purposes as an attachment in DecisionMax Lite.
- 5.3.4 As a minimum provision, the Contractor shall provide a pathology laboratory, inpatient specimen collection service and outpatient specimen collection point at each of The Health Services.
- 5.3.5 Innovative service approaches will be considered and are encouraged.
- 5.3.6 The testing services provided shall be performed at a level of technical competence to meet the needs of the Health Services and their individual Quality and Accreditation processes.
- 5.3.7 As a minimum, the Contractor shall maintain the level of capability, performance standards, and the reputation and status of the Health Services that exists as at the Commencement Date.
- 5.3.8 The Contractor shall provide professional and educational support to the Health Services including attendance at relevant meetings as listed in Annexure 4.
- 5.3.9 The Contractor shall assist the Health Services to improve the cost efficiency and performance of current systems and facilities, and where appropriate aid the Health Services to plan and implement enhanced services and systems.

- 5.3.10 In particular, enhancement of the information technology systems supporting pathology to facilitate a timely return of test results and support of quality activities.
- 5.3.11 The Contractor shall work with the Health Services to maximise the interfacing and compatibility of the various laboratory and patient information systems for the duration of the Agreement.

5.4 GENERAL DESCRIPTION OF THE SERVICES REQUIRED

- 5.4.1 The Contractor shall provide:
- a comprehensive testing service at the Latrobe Regional Hospital (LRH) laboratory that includes all required tests and testing methodologies, test interpretation and release of results; and
 - a routine pathology testing service at the West Gippsland Healthcare Group (WGHG), Central Gippsland Health Service (CGHS) and Bairnsdale Regional Health Service (BRHS) laboratories that includes all routines tests and testing methodologies, test interpretation and release of results as identified in Annexure 5.
- 5.4.2 All routine inpatient and outpatient haematology, biochemistry and microbiology tests shall be performed at the pathology laboratory at the individual Health Services.
- 5.4.3 All other tests shall be performed at the laboratory at Latrobe Regional Hospital as except where referral to a specialist laboratory is required.
- 5.4.4 These services shall be at the level required by Victorian regional public health services and support the intent of the Victorian government initiative:
- Rural directions for a stronger healthier Victoria
- Update of Rural directions for a better state of health
- 5.4.5 The Contractor shall manage all aspects of the total pathology service required by The Health Services, as set out in this Services Specification and generally in the Agreement. This includes, but is not limited to:
- management of all aspects of service provision;
 - provision of pathology testing, interpretation and results release;
 - management of the Health Services' on-site pathology laboratories and collection points;
 - provision of all equipment and IT systems;
 - provision of educational and professional development activities as listed in Annexure 4;
 - management of the logistics of the pathology service, including specimen collection and equipment and courier/messenger services; and
 - enhancement of pathology information technology functionality.

- 5.4.6 The Contractor shall ensure that the pathology service provided to each of the Health Services is innovative and responsive to changes in demand and clinical requirements.
- 5.4.7 The introduction of new tests shall not take place without agreement of the parties.
- 5.4.8 In conjunction with the individual Health Service Authorised Officers, the Contractor shall assist the Health Services to identify practices, procedures or other activities which could reasonably be improved or altered such as to improve the efficiency and/or financial cost of the delivery of pathology services by the Contractor.

5.5 HOURS OF SERVICE

- 5.5.1 The laboratory at Latrobe Regional Hospital shall provide a continuous 24 hour service.
- 5.5.2 The laboratories at WGHG, CGHS and BRHS shall provide a routine service as per the arrangements listed in Annexure 5.
- 5.5.3 The Contractor shall ensure that adequate and appropriate scientific staff are on duty at the laboratories during laboratory business hours.
- 5.5.4 Scientists engaged by the Contractor shall be available on-call on a rostered basis at all times outside the hours stated above.
- 5.5.5 On-call staff shall attend the relevant Health Service within twenty minutes of receiving the service request or as agreed with the Authorised Officer of the Health Service.

5.6 PATHOLOGY TESTING

- 5.6.1 Required tests includes those listed in the Medicare Benefits Schedule Pathology Services Category 6 under the following headings:
- Haematology including blood banking;
 - Biochemistry (Clinical Chemistry)
 - Microbiology;
 - Immunology;
 - Tissue Pathology;
 - Cytology;
 - Genetics;
 - Infertility/Pregnancy testing; and,
 - miscellaneous testing as required from time to time by the Health Services.

5.7 LABORATORY ACCREDITATION AND QUALITY ASSURANCE

- 5.7.1 The Contractor shall ensure that each of the pathology laboratories are conducted at all times during the Agreement at the appropriate level of accreditation as prescribed by the National Association of Testing Authorities (NATA) for each of the Health Services.
- 5.7.2 The laboratory at LRH shall be a Category G Laboratory.
- 5.7.3 The laboratories at WGHG, CGHS and BRHS shall be a minimum of a Category B Laboratory.

5.8 SUPERVISING PATHOLOGIST

- 5.8.1 The Contractor shall nominate suitably qualified and experienced pathologist(s) as Supervising Pathologist at each Health Service Laboratory.
- 5.8.2 The role of the Supervising Pathologist shall be to:
 - supervise all clinical activities of the Contractor, including clinical-pathology meetings;
 - plan and develop the activities of the Contractor to ensure that the service is relevant and meet the reasonable needs of The Health Services, their patients and the local regions serviced by The Health Services as per Annexure 2;
 - initiate and maintain quality assurance programs;
 - actively participate in the Health Services' quality improvement programs;
 - act as Regional Transfusion officer;
 - act as a designated officer pursuant to the provision of the Coroners Act 2008 (Vic) and Human Tissue Act 1982 (Vic);
 - conduct or co-ordinate the conduct of autopsies as required; and,
 - assist in the maintenance of NATA accreditation.

5.9 DUTIES OF PATHOLOGISTS

- 5.9.1 Pathologists engaged by the Contractor to support this Agreement shall:
 - be individually credentialed by each Health Service;
 - supervise the general operation of the Health Service laboratories;
 - participate in clinical pathology, medical education and other Health Service meetings and committees as listed in Annexure 4;
 - participate in the undergraduate teaching program of the Health Services;
 - contribute to the accreditation of specialist training positions at each Health Service;
 - provide a centralised anatomical pathology (autopsy) service at the LRH Laboratory with an agreed turnaround time for each request of:

- three(3) business days for WGHG, CGHS and BRHS;
 - on(1) business Day for LRH; or,
 - as agreed with the Authorised Officer for the relevant Health Service;
 - ensure that urgent, clinically significant results are communicated to the requesting doctor or relevant Ward/Department in a timely manner.
- 5.9.2 The Contractor shall ensure that:
- it establishes and maintains reasonable and adequate quality assurance procedures to at least of the standard prescribed by NATA, which may be audited by The Health Services on reasonable notice;
 - the out of hours and professional rooms' telephone numbers of all pathologists and other professional staff engaged by the Contractor are always available to designated Health Service staff and are kept up to date;
 - a suitable Pathologist is rostered on call and available for consultation at all times.
- 5.9.3 Rostered on-call staff of the Contractor shall carry a mobile phone, pager or other suitable communication device when not available on the designated telephone number provided by the Contractor for on-call requirements.
- 5.9.4 A response to the call should not exceed 30 minutes.
- 5.9.5 The Health Services Authorised Officers are to be notified by the Contractor of any leave or other absences of the Supervising Pathologist.
- 5.9.6 A suitable relieving Supervising Pathologist is to be provided by the Contractor during any leave or other absences and relevant contact details provided to the Health Services Authorised Officers so that continuity and quality of the services are maintained during such times.

5.10 SCIENTISTS

- 5.10.1 The laboratories located at the Health Services shall be staffed by sufficient scientists of adequate qualifications, experience and seniority to provide the service.
- 5.10.2 The Contractor shall provide one or more scientists as members of appropriate Health Service committees as listed in Annexure 4.
- 5.10.3 A senior scientist shall supervise the day to day operation of all sections of the laboratory including:
- the maintenance of quality control measures;
 - supervision and training of junior staff;
 - the provision of advice, in conjunction with the pathologists, on clinical management problems related to laboratory medicine.

5.11 BLOOD BANK SERVICES

- 5.11.1 The Contractor shall ensure that all blood bank refrigerators located at the Health Services are maintained in accordance with NATA and Australian Red Cross Blood Bank requirements.

5.12 SPECIMEN COLLECTION

- 5.12.1 The Contractor shall provide a specimen collection service at each Health Service.
- 5.12.2 The specimen collection service shall include sufficient specimen collection staff of suitable qualifications, experience and training to collect inpatient and outpatient specimens at the Health Services in accordance with the requirements listed in Annexure 5.
- 5.12.3 The hours of the inpatient and outpatient collection service shall be agreed by the parties.
- 5.12.4 Where urgent tests are required to be performed at times other than those listed in Annexure 5, specimen collection will be performed by the Health Services' staff.
- 5.12.5 The Contractor shall supply at all times during the Agreement, all collection equipment, collection devices and specimen containers required for the safe collection and containment of all specimens.
- 5.12.6 The Contractor shall ensure that a supply of collection devices and specimen containers is available in appropriate locations at each Health Service at all times.
- 5.12.7 The Contractor shall ensure:
- where practicable, safety devices are used for collection of specimens;
 - suitable safety devices are provided for use by Health Services staff when collecting urgent or out of hours specimens;
 - initial and ongoing training in the appropriate use of safety collection devices is provided to relevant Health Services staff.

5.13 TEST ORDERING SYSTEM

- 5.13.1 The Contractor shall ensure an effective and efficient test ordering system is in place at each Health Service.
- 5.13.2 At LRH, this will be via electronic means.
- 5.13.3 At those sites where a paper based, manual ordering system is in place, the Contractor shall:
- be responsible for the provision of all Pathology Request forms;
 - ensure that sufficient quantities of Pathology Request forms are available at all times in multiple locations at each Health Service;
 - ensure that Pathology Request forms meet all NATA requirement for accreditation.

- 5.13.4 During the Agreement, the Contractor will work with the relevant Health Services to transition to an automated system of test ordering.

5.14 SPECIALIST REFERRALS

- 5.14.1 The Contractor shall comply with all reasonable requests made to it by members of the medical staff of the Health Services for referral of specimens to another pathologist for specialist interpretation.
- 5.14.2 Any dispute as to the reasonableness of such a request shall be referred to The Health Service's Authorised Officer.

5.15 INFECTION CONTROL

- 5.15.1 The Contractor shall ensure effective liaison between the Contractor's staff and Infection Control staff employed by the Health Services.
- 5.15.2 The Contractor shall provide collated data on infection rates in clinical samples to the Health Services on a regular basis as agreed with the Authorised Officers.
- 5.15.3 The Contractor shall assist the Health Service in establishing effective antibiotic prescribing policies on the basis of antibiotic resistance patterns.
- 5.15.4 The Contractor's clinical microbiologist shall be available to provide advice on an antibiotic prescribing policy.

5.16 POINT OF CARE TESTING

- 5.16.1 Point of Care testing systems are in place at The Health Service as per Annexure 6.
- 5.16.2 The Contractor shall install Point of Care testing systems as per Annexure 6 at the commencement of the Agreement.
- 5.16.3 The Contractor shall be responsible for all aspects of all Point of Care Testing including:
- provision of the equipment, all reagents and consumables;
 - ongoing maintenance and quality control activities to ensure accurate results;
 - initial and ongoing training of relevant Health Service staff to use the Point of care test equipment effectively and efficiently;
 - management of all results information to ensure it is incorporated appropriately in the patient record and the pathology reporting system;
 - maintenance of NATA accreditation, where available.
- 5.16.4 During the Agreement Period, the Contractor shall work with the Health Services to identify opportunities for the introduction of additional Point of Care testing, including those listed in Annexure 6, in order to enhance response times for critical tests or in critical clinical areas.

5.17 TURNAROUND TIMES

- 5.17.1 For the purpose of the Agreement, Turnaround Time is defined as the time taken from the point when the specimen is date-stamped on arrival in the laboratory to the time the result is available electronically at the site where the test was taken.
- 5.17.2 Required turnaround times are listed as an attachment in DecisionMax Lite.
- 5.17.3 The Contractor shall ensure that turnaround times comply with the requirements listed in DecisionMax Lite.
- 5.17.4 The Contractor shall provide monthly reports on turnaround time for each Health Service for discussion at Clinical Liaison meetings.
- 5.17.5 On a six monthly basis throughout the life of the agreement and for each Health Service, the Contractor shall submit data using the ACHS Performance Indicator Reporting Tool (PIRT) on turnaround times for the four Indicator Areas, in accordance with the current version of the ACHS Pathology Clinical Indicator Users' Manual.
- 5.17.6 For tests that are developed during the Agreement, The Health Services will reasonably determine turnaround times to apply to those tests and notify the Contractor of the times. The Contractor will be bound by those times upon notification from The Health Services.

5.18 RESULT REPORTING

- 5.18.1 Pathology test results shall be posted electronically for access by each Health Service.
- 5.18.2 The tenderer shall specify in DecisionMax Lite the name of the electronic reporting system they will use to post results.
- 5.18.3 Cumulative reporting of results is expected.
- 5.18.4 Unless otherwise agreed with an individual Health Service, the Contractor shall notify the requesting doctor or treating location by telephone of:
 - all results of urgent tests;
 - test results which fall outside agreed critical values for that treating area;
 - test results suggesting serious infection, notifiable diseases or conditions, or infections of public health importance.
- 5.18.5 The Contractor shall ensure that meaningful interim results for urgent tests that are available prior to fully authorised results shall be made available to the requesting doctor or treating location to guide clinical decision-making.
- 5.18.6 The Contractor shall maintain a record of all phoned results to ensure an audit can be performed if required.
- 5.18.7 Where applicable, paper-based results shall be made available to the Health Services.
- 5.18.8 The intellectual property arising from any delivered services shall be assigned to the ordering health service.

5.19 STORAGE OF HISTOPATHOLOGY SLIDES

- 5.19.1 Where required by the Health Services, a stained and mounted set of all histopathology slides generated in respect of patients of the Health Service will be available for review at any time, with reasonable prior notification.

5.20 DISASTER RESPONSE

- 5.20.1 The Contractor shall, in the case of a disaster in the Gippsland region act as an agency under the control of the area medical co-ordinator to provide blood banking or other pathology services as may be required by the Gippsland Region or State Health Emergency Response Plan.

5.21 SERVICE LEVEL AGREEMENT

- 5.21.1 The Contractor shall enter into a Service Level Agreement (SLA) with each Health Service.
- 5.21.2 The SLA shall cover all Health Service-specific requirements including but not limited to:
- test ordering and reporting;
 - critical reporting values for designated tests;
 - requirements for invoicing including compatibility for importing into Medical Fee for Service Payment System;
 - arrangements for Pathologist services such as bone marrow biopsies;
 - arrangements for frozen sections;
 - requirements for storage of histopathology slides;
 - requirements for autologous blood collection;
 - requirements for professional development meeting attendance;
 - specimen collection arrangements including timing and frequency of services and provision of outpatient collection point;
 - service improvement opportunities including point of care testing.
 - agreement and review of Key Performance Indicators(KPIs);

Annexure 1: The Health Services

West Gippsland Healthcare Group (WGHG)

Latrobe Regional Hospital (LRH)

Central Gippsland Health Service (CGHS)

Bairnsdale Regional Health Service (BRHS)

Annexure 2: Health Service Profiles

Tenderers are directed to the following links for information about individual Health Service locations, bed numbers, service profiles and patient throughput numbers..

West Gippland Healthcare Group

Website:

www.wghg.com.au

2008/09 Annual Report:

<http://www.gha.net.au/Uploadlibrary/401443648wghgar09.pdf>

Site Map:

http://www.gha.net.au/Uploadlibrary/400654988wghsite_map_current.pdf

Latrobe Regional Hospital

Website:

www.lrh.com.au

Link to 2009 Annual Report:

<http://www.lrh.com.au/home/newspublications/annualreports/2009LRHAnnualReport.pdf>

Site Map:

<http://www.lrh.com.au/home/DocumentManager/aboutlrh/hospitalmap/2011372641>

Central Gippsland Health Service

Website:

www.cghs.com.au

Link to 2008/2009 Annual Report:

<http://www.gha.net.au/Uploadlibrary/401553880CGHSANNUALREPORT2009.pdf>

Site Map:

http://www.gha.net.au/Uploadlibrary/386536374Map_of_Sale_Campus_Generic.pdf

Bairnsdale Regional Health Service

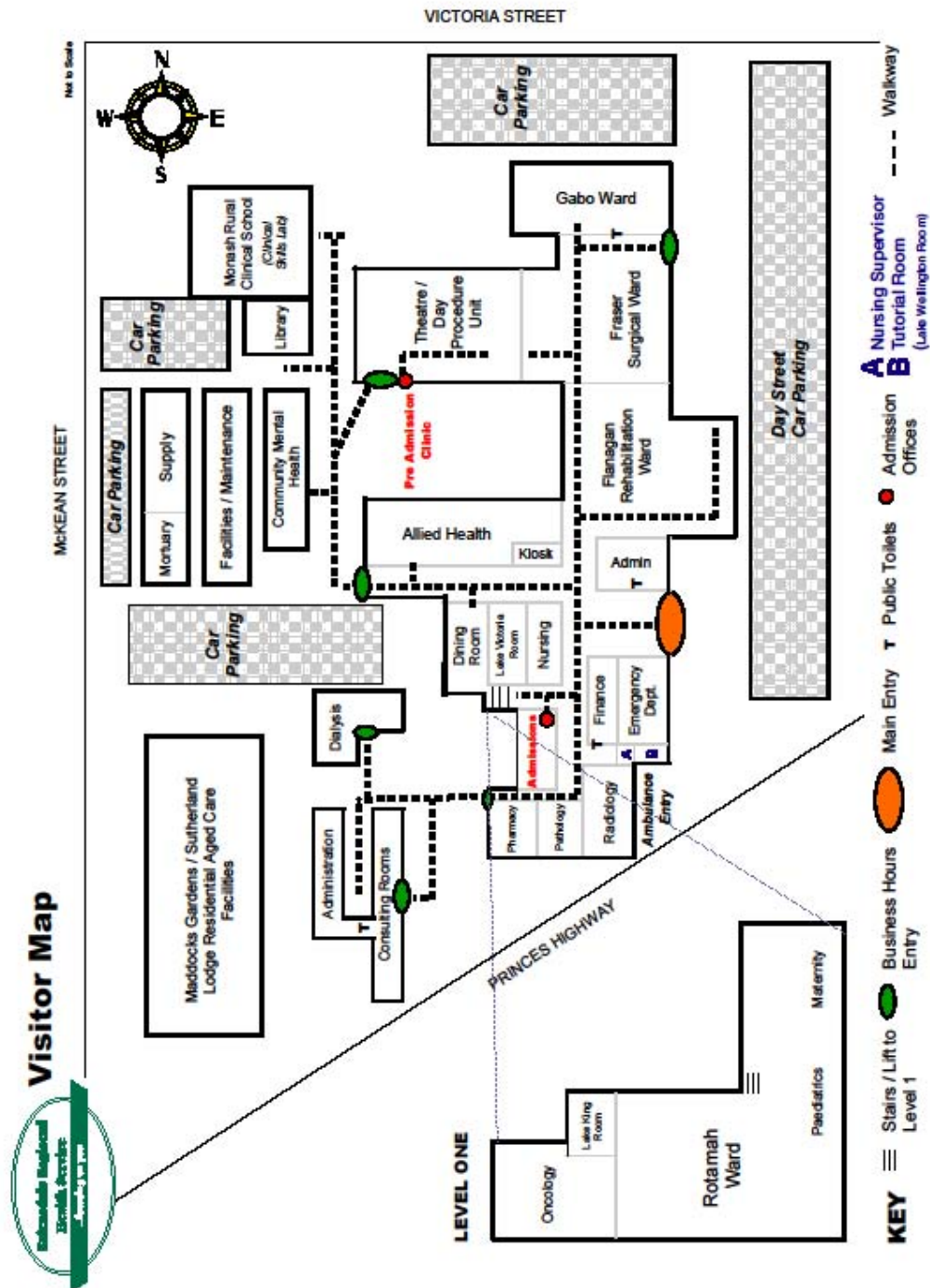
Website:

www.brhs.com.au

Link to 2008 Annual Report:

http://www.brhs.com.au/pdf/reports/Ann_Rep_Web_2008.pdf

Site Map (see following page)



Annexure 3: Test Volumes and Annual Spend Data

Test Volumes by CMBS Group and Health Service (2009)

CMBS Group	WGHC	LRH	CGHS	BRHS	Grand Total
Chemical	18,992	59,735	18,103	14,327	111,157
Haematology	16,137	43,218	14,464	10,014	83,833
Microbiology	5,859	12,402	5,195	3,465	26,921
Tissue Pathology	1,452	2,982	1,471	766	6,671
Immunology	395	1,066	450	183	2,094
Infertility/Pregnancy Tests	131	698	2	76	907
Cytology	102	212	90	43	447
Other	437				437
Genetics	15	26	11	13	65
HIV	46				46
Specimen Referred	2				2
Grand Total	43,568	120,339	39,786	28,887	232,580

Please note: More detailed test volume data by CMBS code, Health Service and Year is attached as an Excel file in DMax Lite.

Annual Spend Data

Expenditure	WGHC	LRH	CGHS	BRHS	Total
Expenditure 2008/09	\$826,090	\$2,286,000	\$1,028,000	\$586,311	\$4,726,401
Expenditure 2007/08	\$817,950	\$2,313,000	\$1,046,000	\$599,063	\$4,776,013
Expenditure 2006/07	\$717,635	\$1,881,000	\$876,000	\$524,167	\$3,998,802
Expenditure 2005/06	\$725,522	\$1,974,000	\$957,000	\$529,701	\$4,186,223
TOTAL Expenditure	\$3,087,197	\$8,454,000	\$3,907,000	\$2,239,242	\$17,687,439

Annexure 4 Meetings & Professional Development Activities

West Gippsland Healthcare Group

Pathology Liaison Committee

Frequency: Bimonthly
Required Attendees: Operations Manager, Senior Scientist
Information Required: End of month reports (circulated prior to meeting)

Clinical/Pathology Meeting:

Frequency: Weekly at 0800hours on Tuesday mornings
Required Attendees: Pathologist (meeting facilitator)
Information Required: Patient/clinical review and discussion of operational/clinical interface issues.

Clinical Education Sessions:

Ongoing education on use of Point of Care testing machines.

Latrobe Regional Hospital

Pathology Liaison Consultative Committee

Frequency: Bimonthly (one hour)
Required attendees: Operations Manager and Senior Pathologist
Information required: Report on turnaround times;
Specimen audits; (agreed specimens only)

Transfusion Committee

Frequency: Bimonthly (one hour)
Required attendees: Operations Manager and Haematology Scientist
Information required: Report on transfusions administered

Central Gippsland Health Service

Clinical Pathology Meeting: Fortnightly
Medical Staff Group: By invitation (held monthly)

Professional Development Activities

Monash University Medical Students: 4 hours per fortnight tutorial.
RMO Orientation: 5 times per year at commencement of each rotation.
Graduate Nurse Program: 2 sessions per year

Bairnsdale Regional Health Service

Clinical Pathology Meeting:

Frequency: Fortnightly

Pharmaceutical/Transfusion/Infection Prevention Committee

Frequency: Bimonthly

Required Attendees: Haematology Scientist

Information Required: Number of transfusions, Hb/reason for transfusion, number of units cross matched, actual number transfused.

Annexure 5: Laboratory Hours of Service & Specimen Collection Requirements

West Gippsland Healthcare Group

Laboratory Hours of Service

Monday to Friday: 0730 - 2300 hours then 'on call' service
Saturday: 0900 - 1700 hours then 'on call' service
Sunday: 0900 - 1700 hours then 'on call' service
Public Holidays: 0900 - 1700 hours then 'on call' service

Specimen Collection Service

Monday to Friday: 0830 - 1030 hours, 1230 - 1430 hours (2 rounds)

Latrobe Regional Hospital

Laboratory Hours of Service

24 hour a day, 7 days a week including public holidays.

Specimen Collection Service

Monday to Friday: 0730 hours and 1230 hours (2 rounds)
Weekends: 0730 hours.
Public Holidays: 0730 hours.
Monday to Friday: 1230 hours - collection of histology specimens from Operating Suite

Central Gippsland Health Service

Laboratory Hours of Service

Monday to Friday: 0800 - 1700 hours then 'on call' service
Saturday: Biochemistry 0900 - 1300 hours, Microbiology 0700 - 1100 hours then 'on call' service
Sunday: Biochemistry 0900 - 1300 hours, Microbiology 0700 - 1100 hours then 'on call' service
Weekends: 'On Call' Service
Public Holidays: 'On Call' Service

Specimen Collection Service

Sale Campus:

Monday to Friday: 0830 - 1130 hours

Maffra Campus:

Monday to Friday: 0800 hours, 1400 hours

Stretton Park:

On Request

Wilson Lodge:

Mondays

Heyfield Hospital

0830 hours

Bairnsdale Regional Health Service

Laboratory Hours of Service:

Monday to Friday: 0830 - 1800 hours then 'on call' service

Saturday: 0830 - 1600 hours then 'on call' service

Sunday: 'On Call' service

Public Holidays: 'On Call' service

Specimen Collection Service:

Monday to Friday: Two rounds per day

Annexure 6: Point of Care Testing

West Gippsland Healthcare Group

High Dependency Unit: iSTAT Machine testing electrolytes, blood gases, troponin levels & FBE

Desired Extension to POC Service:

Emergency Department: iSTAT Machine testing electrolytes, blood gases, troponin levels & FBE

Latrobe Regional Hospital

Critical Care Unit: Blood Gas Analyser. iSTAT Machine

Hospital in the Home: 3 x CoaguChek XS

Central Gippsland Health Service

Current Arrangements:

Critical Care Unit: Arterial Blood Gases (ABG), Urea and Electrolytes (U&E)

Emergency Department: Troponin levels

Hospital in the Home: International Normalised Ratio (INR)

Desired Extension to POC Service:

Critical Care Unit:

Emergency Department: Urine drug screen

Medical Unit: Coagulation Studies, International Normalised Ratio (INR)

Bairnsdale Regional Health Service

To be confirmed with successful tenderer.