Leadership Through Sustainable Partnerships

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Overview of HealthShare NSW
Clinical Support Services (Division)

Largest Shared Health Services Organization In Australia
Providing the non-clinical services that keep the NSW Health system running:

• Operating budget of over one billion dollars & over 6500 staff
• Financial services, payroll, recruitment, accounts payable & receivable
• Equipment for people with a disability
• Patient Transport Services

HealthShare NSW – Clinical Support Services (Division)

➢ Patient Food Services

➢ Patient Support Services – cleaning, portering, linen distribution, ward staff for selected NSW hospitals

➢ Linen Services – 7 laundries

➢ Clinical Support Services Supply Chain Management
Transforming the Food Service Experience in Healthcare

My Food Choice
Delivering a better patient meal experience
All Day Menu (every day)

**BEEF**
- Roast Beef with Gravy, Roast Potato & Vegetables
- Satay Beef & Noodles
- Spicy Beef Rendang & Rice

**LAMB**
- Roast Lamb with Mint Gravy, Mashed Potato & Vegetables
- Greek Style Minced Lamb & Vegetables
- Lamb Hotpot with Mashed Potato & Vegetables

**CHICKEN**
- Roast Chicken with Gravy, Roast Potato & Vegetables
- Butter Chicken & Rice with Vegetables
- Chicken Parmagiana, Roast Potato & Vegetables

**FISH/PORK**
- Steamed Fish with Lemon, Caper & Dill Sauce
- Salmon with Mornay Sauce, Mashed Potato & Vegetables
- Roast Pork with Gravy, Roast Potato & Vegetables

**VEGETARIAN**
- Greek Style Lentil & Eggplant Casserole
- Vegetable Pilaff
- Macaroni Cheese

**FOR PATIENTS ON A NON-CLINICAL DIET**
- Falafel, Tomato Sauce & Cous Cous
- Sweet Potato & Cous Cous Pattie
- Savoury Rice & Chickpea

Your friendly Food Services staff will take your order
Patients, Processes & Technology

Before

2016 Winner – UGC CBORD Visionary Award: My Food Choice HealthShare NSW

After
Utilise Sustainability Partnership's to Achieve Objectives

Reduce Greenhouse Gas Emissions by 20%

Reduce / Divert 70% of Food Waste from Landfill

Recycle 70% of Food Packaging
If You Can’t Measure It, You Can’t Manage It!

Focus Today – Sustainable Packaging, Procurement, Supply Chain

Sustainability Strategy OEH Audit Recommendations

- PPM Packaging
- Packaging Accessibility
- Cardboard Packaging
- Reduce Food Waste (EPA Trial)
- Reduce Food Waste (MFC)
- Divert Food Waste From Landfill
- Sustainable Packaging
- Reduce Emissions (Food Deliveries)
- Reduce Food Waste (Out of date items)
- Sustainable Procurement
- OEH Case Study
- Food Waste Trolley
- Recycling Trolley
- Recycling Signage
- Source Separation Signage
Packaging Procurement Tool & MFC Reduce Food Waste
Massive Reduction of 70% in Unopened Food Packaging*

April 2016  Blacktown Hospital Dinner  September 2016

If You Can’t Open it, You Can’t Eat it!
Wasted food ends up landfill!

Winner – Innovation – 2014 – NSW Health - NSW Health Minister – Packaging Tool
Finalist -  Public Service - 2014 - NSW Government - NSW Premier – Packaging Tool

*Interim audit date involving multiple hospitals provided by NSW Office of Environment & Heritage audit
Clinical Support Services Leadership on Sustainable Supply Chain Reform & Sustainable Procurement

- Better demand management
- Waste minimisation
- Reduced food miles
- Fuel savings
- Longer shelf life
- Performance reporting
- Market creation

Estimated Reductions in Food Deliveries* of at least 25% & up to 40% *Source: PWC
Achieve Net-Zero Emissions by 2050

NSW Climate Change Policy Framework

Between 2017 & 2022 NSW Govt. will invest $1.2 Billion through the Climate Change Fund Strategic Plan to Help Keep Us On Track to Meet our Long-Term Objectives
Future Energy Challenge – Target 100% Renewable 2025
Supported by NSW Office of Environment Heritage - Sustainability Advantage

- **Linen Services**: 880 staff, 7 locations, 85 vehicles, 40,000 tonnes cleaned annually

- **Future Energy Challenge**: To be 100% renewable by 2025 (Aspirational)

- **Seeking Big Ideas**: Enable pathways to transition to renewal energy
• **Future Energy Challenge – Open to All**
  
  **Approach:** HealthShare NSW and/or OEH Representatives – Receive email updates

  
  **Example:** Linen Services energy profile, terms & conditions, application process

  **Note:** Not looking for financial offers or quotations. Maximum 2 page application form.

• **May 23 and 24** - Linen Services Workshop – Help Develop Strategy

• **Mid 2019** - Formal process to be determined
**Social & Ethical Sustainability**
- Bans on child labour (in contracts)
- Exploring the inclusion of a certification scheme
- Policies re: Indigenous businesses opportunities
- Policies re: Including small and medium enterprises

**Environmental Sustainability**
- Manage waste contracts
- Look for logistic efficiency

**Financial/Market Sustainability**
- Look to sustain markets i.e. more than one supplier e.g. 3 to 4
- We look for value for money i.e. incorporate a range of requirements NOT cheapest
- Australia is at the end of the supply chain. Northern hemisphere takes precedent

**How can Clinicians influence Sustainable Procurement Decisions**
- HSN is changing governance models
- Seeking higher level engagement from senior clinicians
- Establishment of Steering Committees
- More clinical engagement up front – want them involved in designing tender strategies

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