

Key strategies implemented to reduce the impact of NDIA legislative changes within a Tertiary Hospital

Elish Kelly and Kiara Hurt
 Fiona Stanley Fremantle Hospital Group, NDIS Linkage Team

Introduction and aim

Demonstrating the importance of and the methods used by a dedicated inpatient NDIS team to stay across the NDIA legislative changes. NDIA legislation changes have occurred with minimal notice, have resulted in

- reduced funding, stricter eligibility criteria, increased hospital discharge barriers and length of stay

Key strategies have been

- creation of innovative processes, user-friendly digital report templates, comprehensive education series review

Methods

1. Data collection and analysis to identify themes and proactively find solutions to reduce impact across the organisation.
2. Collaboration with NDIA to navigate the NDIA legislative changes
3. Development of a live database capturing NDIS patients in real time, within the organisation
 - For accurate tracking of Length of Stay, NDIS plan outcomes, delays and barriers to discharge.

4. Development of a new Functional Capacity Assessment (FCA) Template
 - Smart template (auto populate and drop-down features)
 - Prompting and examples included to pre-empt NDIA queries and to allow for additional simplified justification for supports.
 - Patient centred capacity building requests to prevent hospital readmission.
5. NDIS Education review and 'blitz'
 - Education series reviewed and revitalised to reflect the new NDIA legislation
 - 48 education sessions completed in 4 months in 2025, across 4 hospital sites

Results

Analysis of data identified two main areas for improvement; the FCA and the NDIS education modules. Results and impacts are discussed below.

New FCA template impact

- Clinicians surveyed indicated a **4.2/5 rating for usability**
- Subjective feedback included **user friendly, streamlined and efficient.**
- **Reduction of 22.6%** in requests for further information (RFI) from NDIS (Chart 1)
- **Reduction of 3.37 bed days = \$8,952 per patient** in time returning a RFI to NDIA
- **Cost saving of \$456,552** over the last 4 months.

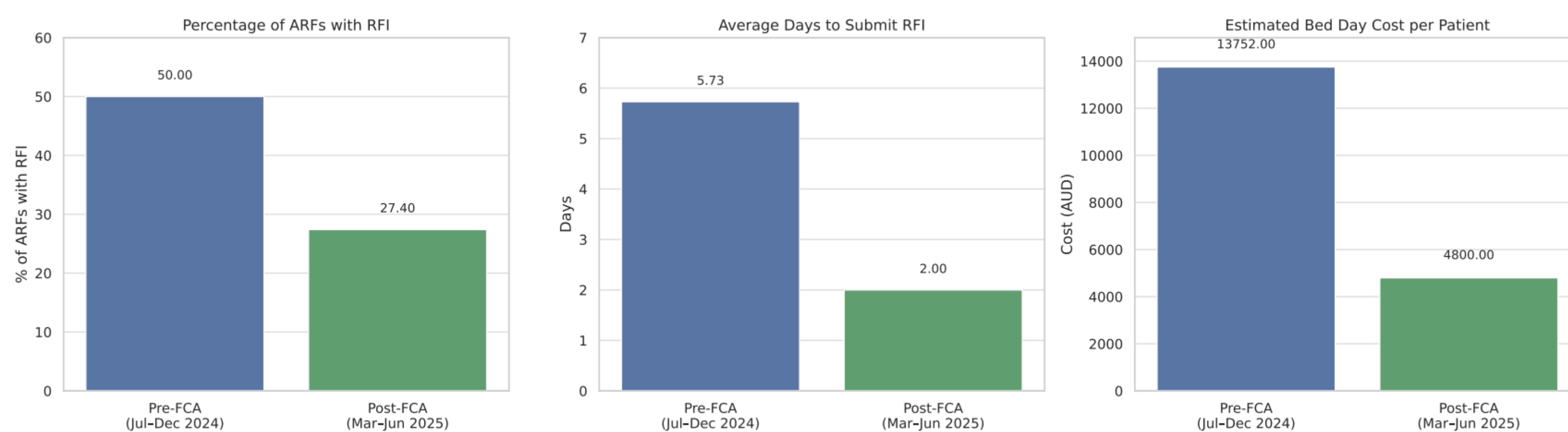


Chart 1

NDIS Education Blitz impact

- **Improvement of 22%** reported in overall knowledge on NDIS in-hospital processes (Chart 2).
- **High levels of confidence** in completing supporting evidence- **4/5 average rating.**

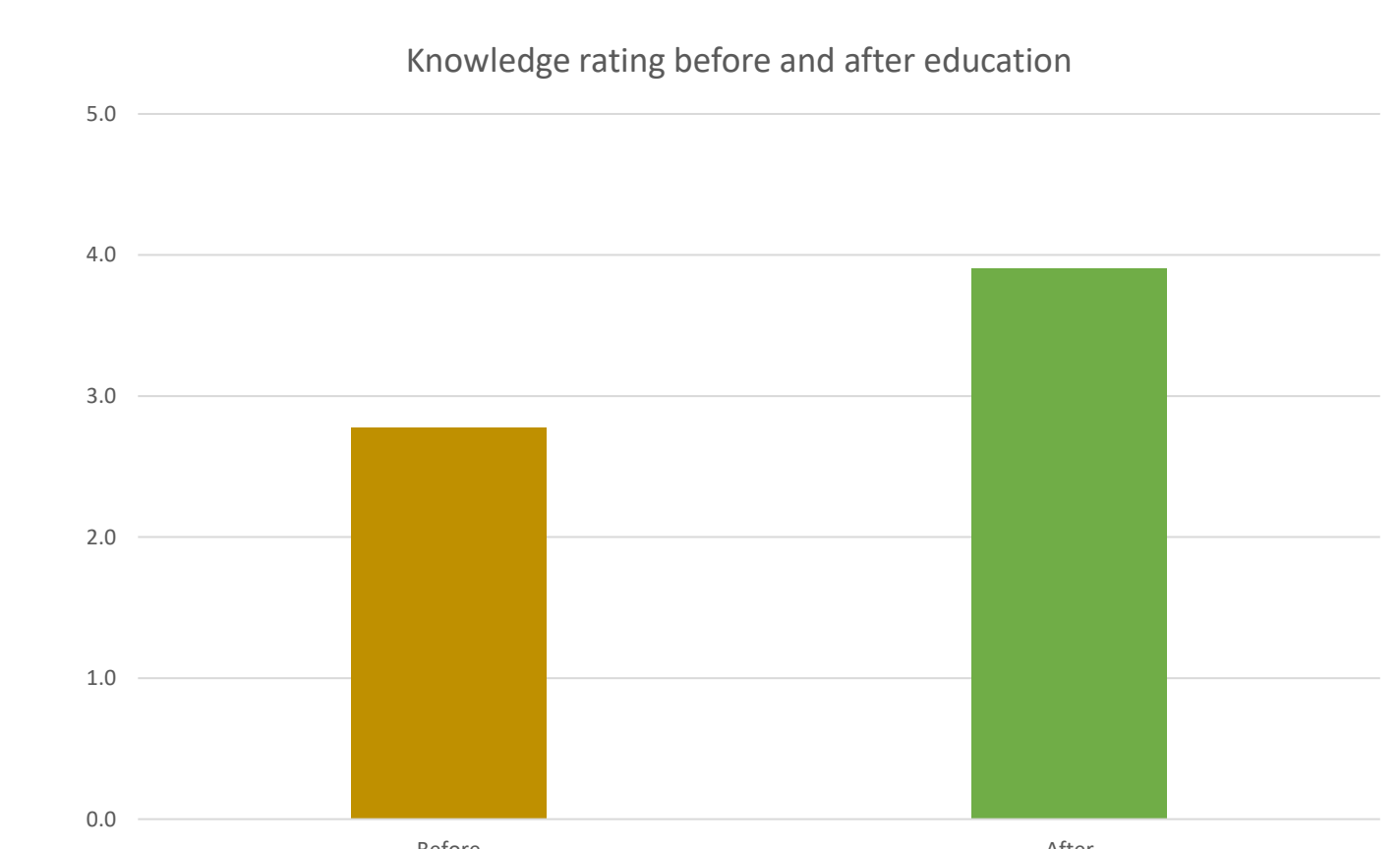


Chart 2

Conclusion

- A dedicated inpatient NDIS team is essential in efficiently and effectively managing the complex interaction between NDIS patients and the Health system, in the ability to
 - Remain proactive not reactive to the NDIA legislative changes,
 - Development of innovative ideas and education
 - Prevent delays in NDIS processes and therefore prevent delays to discharge
- Throughout these processes it is essential to utilise a considered change management approach, to ensure success.
- Data is crucial in identifying challenges and opportunities, and it contributes to the ability to make small and meaningful changes to processes, which directly contributes to a large positive impact on hospital flow.