Legislative Assembly Question on Notice 5637

(1)	(2)(a)	(b)	(c) As at 16 August 2016 (GST inclusive)	(d) (GST inclusive)	(e)	(g)	(h)
CHILD AND ADOLESCENT HEALTH SERVICE							
Princess Margaret Hospital	National Transcription Services (NTS) Transcriptions	May 2016	$ 53,418.26	$0.28 per line or $0.32 per page for Autofax	April 2017	Yes	Turnaround time of 24-48 hours for high quality clinical reports and correspondence. NTS' performance against these KPIs has been met.
EAST METROPOLITAN HEALTH SERVICE							
Royal Perth Hospital	Lanier Voice	June 2015	$ 38,029.45	$0.25 per line	Ongoing	Yes	Lanier will return all transcribed material within 24 hours Monday to Friday (Dictations uploaded on Friday afternoon will be available on Monday morning). Lanier's performance against these KPIs has been met.
	NTS Transcriptions	July 2015	$ 9,217.80	$0.25 per line	Ongoing	Yes	NTS will return all transcribed material within 24 hours Monday to Friday (Dictations uploaded on Friday afternoon will be available on Monday morning). NTS' performance against these KPIs has been met.
Armadale - Community Rehabilitation Service	NTS Transcriptions	April 2016	$ 4,501.51	$0.28 per line	April 2017	Yes	Dictation transcribed within 24 hours for non urgent and within three hours for urgent. NTS' performance against these KPI's has been met.
NORTH METROPOLITAN HEALTH SERVICE							
Osborne Park Hospital	NTS Transcriptions	July 2014	$ 135,734.00	$0.25 per line	No currrent contract. A Service Level Agreement is in place.	No	Outsourcing of typing has been introduced in an ad hoc manner across the organisation to meet service needs and so the measurement against KPIs has not been consistent or measured centrally. Sir Charles Gairdner Osborne Park Health Care Group have been identified

							as the pilot site of the whole of health Transcription Service procurement request being led by the WA Health Chief Procurement Officer. Currently NTS provide a 24-48 hour turnaround time for high quality clinical reports and correspondence.
Sir Charles Gairdner Hosptial	NTS Transcriptions	Sept 2012	$ 221,241.00	$0.25 per line	No currrent contract. A Service Level Agreement is in place with individual services.	No	As above.
SOUTH METROPOLITAN HEALTH SERVICE							
Fiona Stanley Hospital (FSH)	NTS Transcriptions	October 2014	$ 1,143,474.00	$0.25 per line or $0.29 per page for Autofax	14 September 2017	Yes	NTS have a KPI of 48 hours to return a transcription to FSH (ready for approval) from the time they receive the uploaded audio file. NTS' performance against these KPI's has been met.
Fremantle Hospital and Health Service (FHHS)	NTS Transcriptions	April 2008	$ 948,715.00	$0.25 cents per line or $0.29 per page for Autofax	No expiry date	Yes	NTS have a KPI of 48 hours to return a transcription to FHHS (ready for approval) from the time they receive the uploaded audio file. NTS' performance against these KPI's has been met.
Rockingham Peel Group	NTS Transcriptions	August 2014	$ 98,000.00	$0.25 per line	No expiry date	Yes	72 hour turn-around. This KPI is monitored via the Electronic Medical Dictation and Transcription system and to date 100% compliance has been maintained.
WA COUNTRY HEALTH SERVICE							
Geraldton Hospital	Pacific Transcription Services	May 2013	$ 40,042.48	$0.28 per line	No contract currently in place.	No	Not applicable

Carnarvon Hospital	Private Individual	February 2015	$ 14,010.79	$40.91 per hour	No contract currently in place.	No	Not applicable
Albany Hospital*	NTS Transcriptions	May 2011	$ 19,072.19	$0.25 per line	On-going contract, no expiry date. The contract is reviewed as required according to need and performance.	Yes	NTS will return all transcribed material within 24 hours Monday to Friday. NTS' performance against these KPIs was met 90% of the time.
Bunbury Hospital	Private Individual	August 2014	$ 23,355.00	Approx. $18.00 per report	No contract currently in place.	No	Not applicable
	Private Individual	July 2016	$ 280.00	Approx. $18.00 per report	No contract currently in place.	No	Not applicable
Kalgoorlie Hospital	Pacific Solutions Pty Ltd	May 2010	$ 275,853.00	$0.32 per line	No contract currently in place.	No	Not applicable.
Newman Hospital**	Private Individual	2009	$ 4,706.00	$68.00 per hour	No contract currently in place.	No	Not applicable.
Nickol Bay Hospital**	Private Individual	2009	$ 22,899.00	$68.00 per hour	No contract currently in place.	No	Not applicable.
Paraburdoo Hospital**	Private Individual	2009	$ 2,235.00	$68.00 per hour	No contract currently in place.	No	Not applicable.
Tom Price**	Private Individual	2009	$ 2,492.00	$68.00 per hour	No contract currently in place.	No	Not applicable.
Broome Hospital / Kununurra Hospital***	MF Typing Services	April 2014	$ 54,878.66	$40.70 per hour	No contract currently in place.	No	Not applicable.

	NTS Transcriptions	December 2015	$ 9,798.25	$0.28 per line	No contract currently in place.	No	Not applicable.
	Solace Secretarial Services	December 2009	$ 249,624.63	$40.70 per hour	No contract currently in place.	No	Not applicable.

* For Albany Hospital, services were not used in the 2015/16 financial year, however there is a potential for services to be provided in the 2016/17 financial year.
** For hospitals within the the Pilbara region, financial records are only available from 2009 onwards however these arrangements pre-date exisiting records.
***For the Kimberley region, the Regional Medical team engage the services of private providers for resident regional specialists; however these services are not costed to a public hospital and therefore cannot be broken down further by hospital.