



Message from the Co-Chairs

Emergency Department Taskforce



Emergency Department (ED) Taskforce Newsletter

Issue 7: September 2024

Dear colleagues,

We're excited to bring you the latest updates from the ED Taskforce, which has now convened seven times and continues to make significant strides in improving ED wait times, enhancing access to care, and exploring innovative solutions to reduce the pressure on our hospitals.

At the recent Taskforce meeting, we were delighted to host the team from the Geriatric Emergency Medicine Short Stay Unit (GEMSSU) at Hornsby Ku-ring-gai Hospital, Northern Sydney Local Health District (NSLHD). The early impacts of their model on reducing ED length of stay for patients over 70 years is promising, and we eagerly anticipate future updates, particularly regarding sustained improvements.

We are actively supporting the implementation and monitoring of strategies associated with the \$480.7 million four-year ED Relief Package. The initial phases of this investment have been provided to our Local Health Districts (LHDs) and Specialty Health Networks (SHNs) in their 2024-25 budgets, specifically for 16 ED Short Stay Unit (ED SSU) treatment spaces, 86 Discharge Patient Flow Concierge staff and Hospital in the Home expansion.

Here's a snapshot of other exciting developments aimed at easing the pressure on our EDs and supported by the Taskforce:

- **Transition to Hospital Access Targets:** Starting 1 July 2024, seven new performance measures, including three new mental health targets, were introduced. The program is currently in a 3-month transition phase until 1 October 2024. Extensive implementation support is being provided to all LHDs/SHNs inclusive of a 12-month evaluation plan.

- **NSW Patient Transport Service (PTS) strategies to reduce pressure on EDs:** HealthShare NSW is implementing several strategic initiatives to reduce pressure on EDs. These include the Reservations Model for greater transparency and certainty over transport times, HealthRide for alternative transport options for low acuity patient, real time dashboards for greater visibility of performance and eventually expansion into rural and regional NSW.
- **Emergency Care Institute (ECI):** the ECI supports ED clinicians through advocacy, clinical guidance, resource provision, grant partnerships and in-kind support for research and innovation. Current efforts include driving innovation and best practice by supporting the transition of the Emergency Care Assessment and Treatment (ECAT) program, revising the ED Models of Care and fostering connections within health system innovators.

We look forward to keeping you informed with more updates soon!

Kind Regards,

Dr Trevor Chan
Co-Chair ED Taskforce
Clinical Director, Emergency Care Institute

Matthew Daly
Co-Chair ED Taskforce
Deputy Secretary, System Sustainability and Performance