A health care system to meet our needs

The Power of Innovation

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SAFE-T MOC FRONT OF HOUSE PROJECT

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Our Innovation: How We Improved Care/Services

New FOH model of care(SAFE-T)

Patients presenting between 10am-8pm are reviewed through SAFE-T

↓LOS in ED

↓DNW rate

↓Earlier treatment time

↓Reduced admission rate

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Our Inspiration: The Start of the Journey

Westmead Hospital 2010/2011

Worsening Hospital and ED Access Block

Prolonged waiting times(high DNW rate)

Delayed disposition planning

AIM OF PROJECT

Senior Medical and Nursing team behind Triage

Early senior team review

Early treatment

Early disposition planning

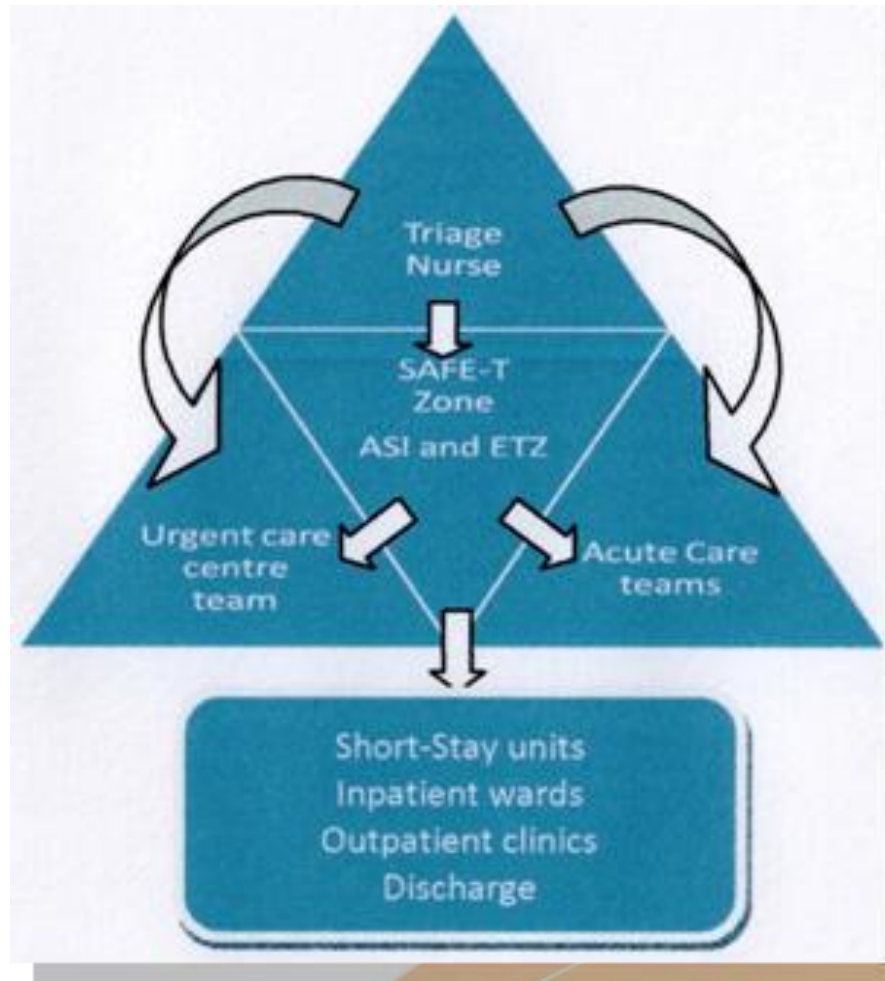ED/Acute Care bypass where appropriate

Internal ED waiting room(ETZ)

Maintain patient flow through the ED despite bed block

SAFE-T Zone

Our Idea Comes to Life

Development of a model of care

Process mapping of patient flow

Identification of rate limiting steps

Utilisation of lean thinking methodology

Pilot testing the model of care

Refinement and further development

Education of Staff

Overcome cultural prejudices to change

Leading from the front

Clinical support

ED Redesign to support model of care

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LOS – In SAFE-T Hours

In SAFE-T hours	Year					
	2010			2011		
	Median	Percentile 25	Percentile 75	Median	Percentile 25	Percentile 75
LOS (hours) All patients	6.0	3.9	8.8	5.5	3.2	8.2
LOS (hours) Discharged patients	3.8	2.5	5.3	3.5	2.3	5.1
LOS (hours) Admitted patients	7.6	5.6	10.5	6.9	4.8	9.9

In SAFE-T hours			Year					
			2010			2011		
			Median	Percentile 25	Percentile 75	Median	Percentile 25	Percentile 75
Category	1	P=0.358	5.1	3.7	7.2	4.9	2.9	7.8
	2	P=0.118	6.4	4.4	9.2	6.2	4.1	8.6
	3	P<0.001	7.5	5.3	10.5	6.5	4.2	9.4
	4	P<0.001	5.7	3.6	8.4	4.9	2.8	7.6
	5	P=0.017	3.5	1.9	5.4	3.1	1.7	5.0

Our Insights: What We Have Learned

Have a clear vision about your aims

Importance of a team based approach

Identify clinical champions

Perseverance

Be prepared to get your hands dirty

Listen to feedback, make changes when necessary

Remember …its always about the patient