Emergency Shines

Susan Pearce
Deputy Secretary
System Purchasing and Performance Division
NSW Ministry of Health
October 2016
Over 2.7 million ED attendances annually

24/7
Over 600,000 emergency transports to hospital

aim:

90% Transfer of Care
within 30 minutes
NSW monthly Transfer of Care performance year-on-year comparison 2012-2016
Premier's Priority: Improving Service Levels in Hospital Service Levels in Hospitals

State-wide target: 81% of patients through the ED within four hours by 2019

From arrival to physically leaving any public emergency department in NSW

Safety and care to over 2.8 million annual emergency department presentations

81% of patients within 4 hours

- Triage
- Diagnostics
- Treatment
- Discharged
- Admitted into the hospital
- Transferred out to another facility
2016 NSW Innovation and Health Symposium: Festival of Contagious Ideas

Emergency Treatment Performance at Sydney Local Health District and Royal Prince Alfred Hospital

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Clinical Director, Critical
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27 October 2016
2016 NSW Innovation and Health Symposium:
Festival of Contagious Ideas
ETP – what worked

• Communication and Governance
  ➢ Daily ETP teleconference – chaired by the Chief Executive
  ➢ Daily reports/ STARS
  ➢ Director of Operations Electronic Dashboard

• Operational
  ➢ ETP Coordinators – senior nurse managers
  ➢ District Non-Emergency Patient Transport Coordinator
  ➢ Twice-daily ‘bed huddles’
  ➢ Priority discharge protocol

• Our Staff
  ➢ Winter Games
  ➢ Regular updates and acknowledgement by the Chief Executive, SLHD, and Director of Operations, SLHD and General Manager, RPA
  ➢ Visibility
ETP – Data

Canterbury Hospital

Concord Hospital

RPA Hospital

Admitted and Discharged Within 4 Hours

Target (81%)
Winter Games

Scoreboard - ETP Winter Games
Round 7: 29 August - 04 September 2016

- HiTH
- Mental Health
- Balmain
- Aged Care
- Sydney District Nursing
- Concord
- RPA
- Canterbury

Legend:
- Canterbury
- RPA
- Concord
- Sydney District Nursing
- Aged Care
- Balmain
- Mental Health
- HiTH
Transfer of Care – a partnership with the NSW Ambulance Service

- Ambulance Release Teams (ART) - 77% - Improved
- RPA ToC Performance (91%) - 22% - Improved
- SLHD ToC Performance (94%) - 16% - Improved
- Paramedic hours ‘back on the road’ - 2,180 - Improved
Working in partnership to improve Emergency Ambulance availability
Systems Performance Improvements

- ART Decommissioning
- Improved Response Performance
- Improved communication
- Improved engagement
External communication and Engagement

Ambulance Arrivals Board

Automated Delay SMS

[Image of Ambulance Arrivals Board]

[Image of Automated Delay SMS]
Internal communication
CADLink “Update”

TOC Escalation Flowchart

[Diagram of TOC Escalation Flowchart]

Roles
- Paul Tonge
- Wayne Casey
- Monica Arnold
- Jennifer Mather
- Warren Phillips
- Lloyd Chester

[Contact information for each role]

[Table of roles and contact information]

[Diagram of TOC Escalation Flowchart]

[Legend for flowchart]

- NSWAmbulance Sector to facility escalation
- NSWAmbulance Executive to LHG Executive escalation
- NSWAmbulance to NSW Ministry of Health escalation
- Zone Manager/Executive Director Operations escalate to General Manager/Director of Operations or Executive On-Call

[Steps in the flowchart]

- Approve/Decline? - Mutually agree documented timeframe for current delays (e.g., 30 mins, identification of hospital capacity to support future ambulance presentations)
- Zone Manager/Executive Director Operations to General Manager/Director of Operations or Executive On-Call
- Notification from control centre that current ED delays are compromising NSW Ambulance ability to meet operational demands
Emergency Department Arrivals Board

Supporting the Premier’s Priority – Improving Service Levels in Hospitals (ie: Emergency Treatment Performance)

- Leveraging local innovation and ingenuity
- Partnering with state-wide programs to deliver real time data for the system (ex: eMR Connect Program)
- Embedding a User Experience (UX) design approach
- Focusing on information for the purpose of immediate action in line with our CORE values
- Delivering for the system but enabling continued local innovation through customisation

NSW Government Health