

Whole of Health Program

Emergency Access View Overview

Whole of Health Capability Day
28 November 2017

Executive Emergency Access View Characteristics and features

Real- time Data



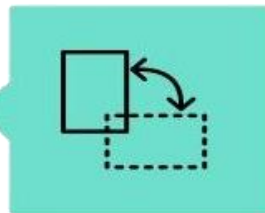
State wide and
local data

Available on
mobile devices



Secure, practical
log on

Adaptable to meet
LHD needs



Whole of hospital
emergency access
view

EAV Overview – How does tool work

Data source:

- Combination real time (HL7 messages) and near real time (every 5 minutes) from FirstNet for ED non admitted patients
- Real time (HL7 messages) from Patient Manager for admitted patients
- Real time from Patient Flow Portal for bed and occupancy data
- Real time from NSW Ambulance

Data refresh:

- Raw patient data is aggregated every minute
- Dashboard auto refreshes every 2 minutes or user can manually refresh

Availability:

- Generic password login - Named login using StaffLink ID to be introduced in 2018
 - Can be used on desktop, tablet or mobile phone
 - Can be used on internal Health network or via 4G/3G on tablet/mobile phones if eHealth Airwatch platform is used
 - Tool to be made available via 4G/3G without needing Airwatch (Currently doing infrastructure design with eHealth with aim to make available by 2nd quarter 2018)
-

Executive Emergency Access View Intended Audience



- Local and LHD Executive

- Patient Flow Managers



- System managers

- ED Managers



- Whole of Health Leads



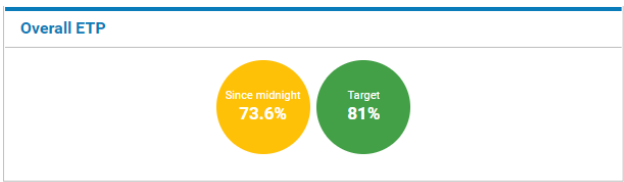
Not indented for frontline clinicians

The EAV gives managers more accessible real-time data

Enables managers and executive to:

- Visualise real-time data and activity
- Anticipate tipping points
- Identify systematic delays impacting on patient flow
- Plan for the prevention of delays and support capacity planning in real-time
- Make decisions based on transparent Hospital and LHD wide data

<http://pfp.health.nsw.gov.au/ed/>



Arrivals

Since midnight 2,075

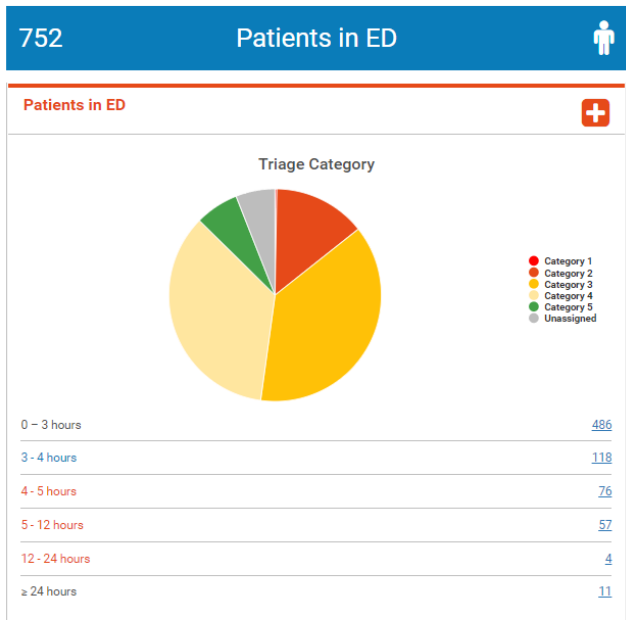
Ambulance patients	504
Walk-in patients	1,569
Other	2

Ambulance Details

Transfer of Care KPI

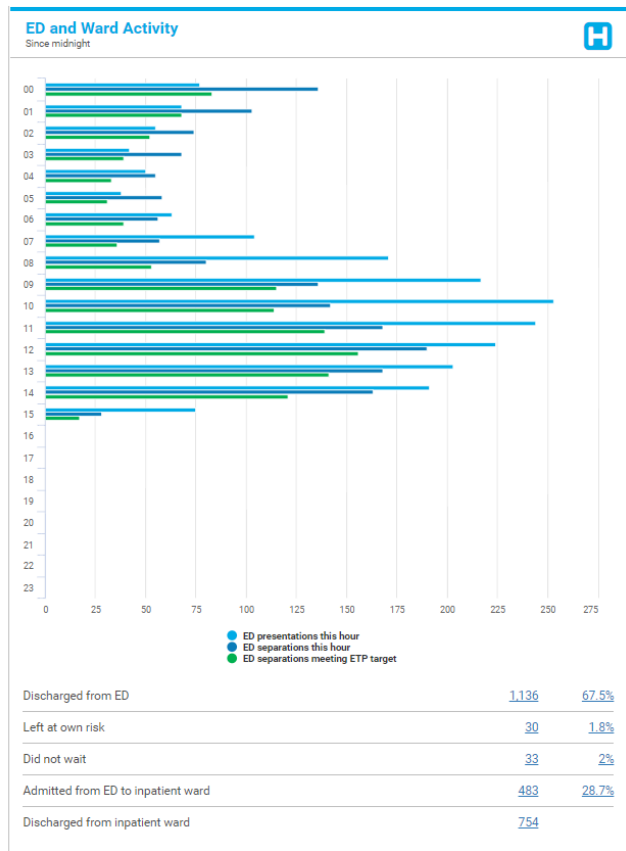
Since midnight: 94% (Green circle) | Target: 90% (Green circle)

En-route	10
Waiting to offload ≤ 30 mins	21
Waiting to offload > 30 mins ≤ 1 hr	2
Waiting to offload > 1hr	0
Booked transfers (P3 / R3)	9

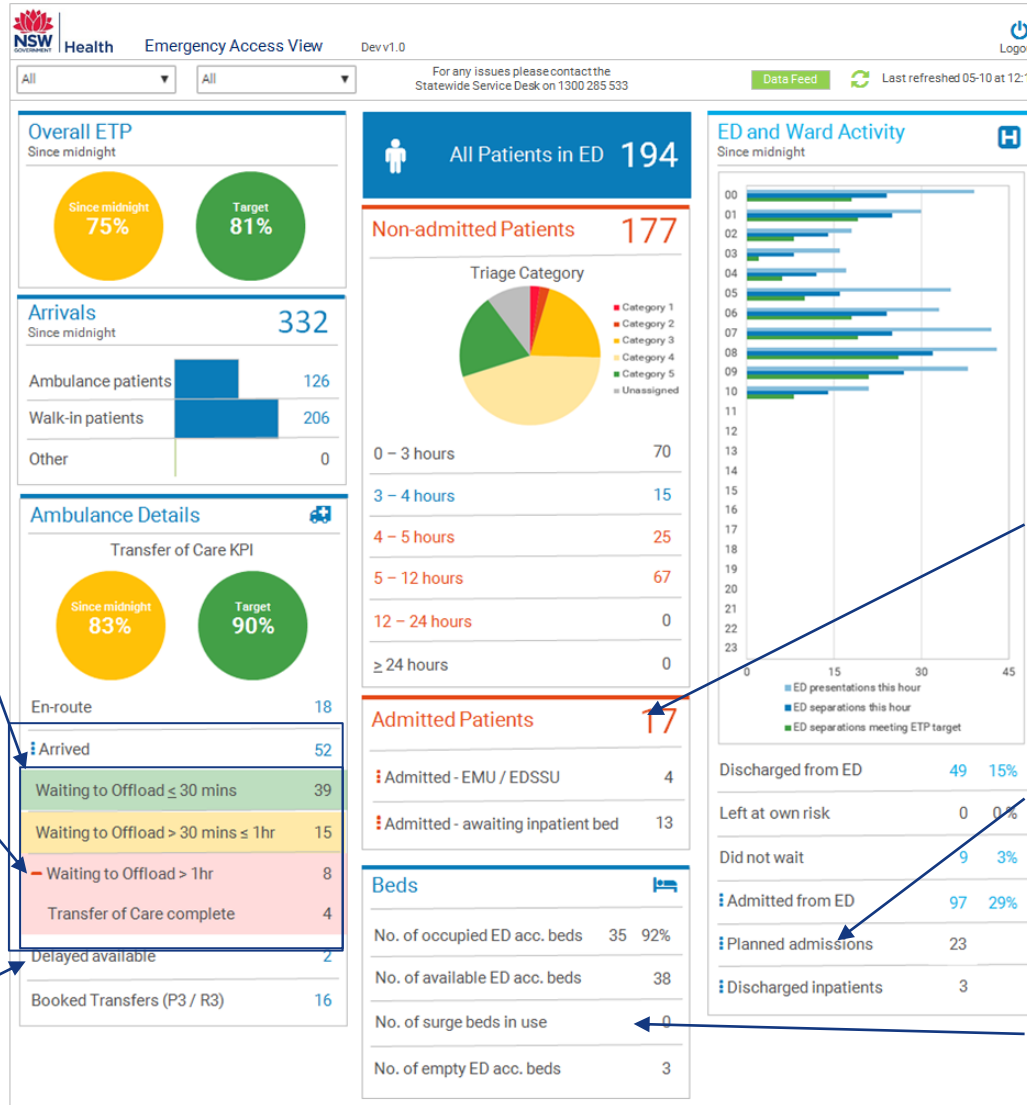


Beds

Admitted - awaiting inpatient bed	97
No. of occupied ED acc. beds	4,633 82.1%
No. of available ED acc. beds	5,641
No. of empty ED acc. beds	1,008



EAV Enhancements Overview – Approved Changes



Arrived - Shows all ambulances waiting to offload.

Waiting to offload breakdown - Each field can display TOC complete total when applicable.

Delayed available

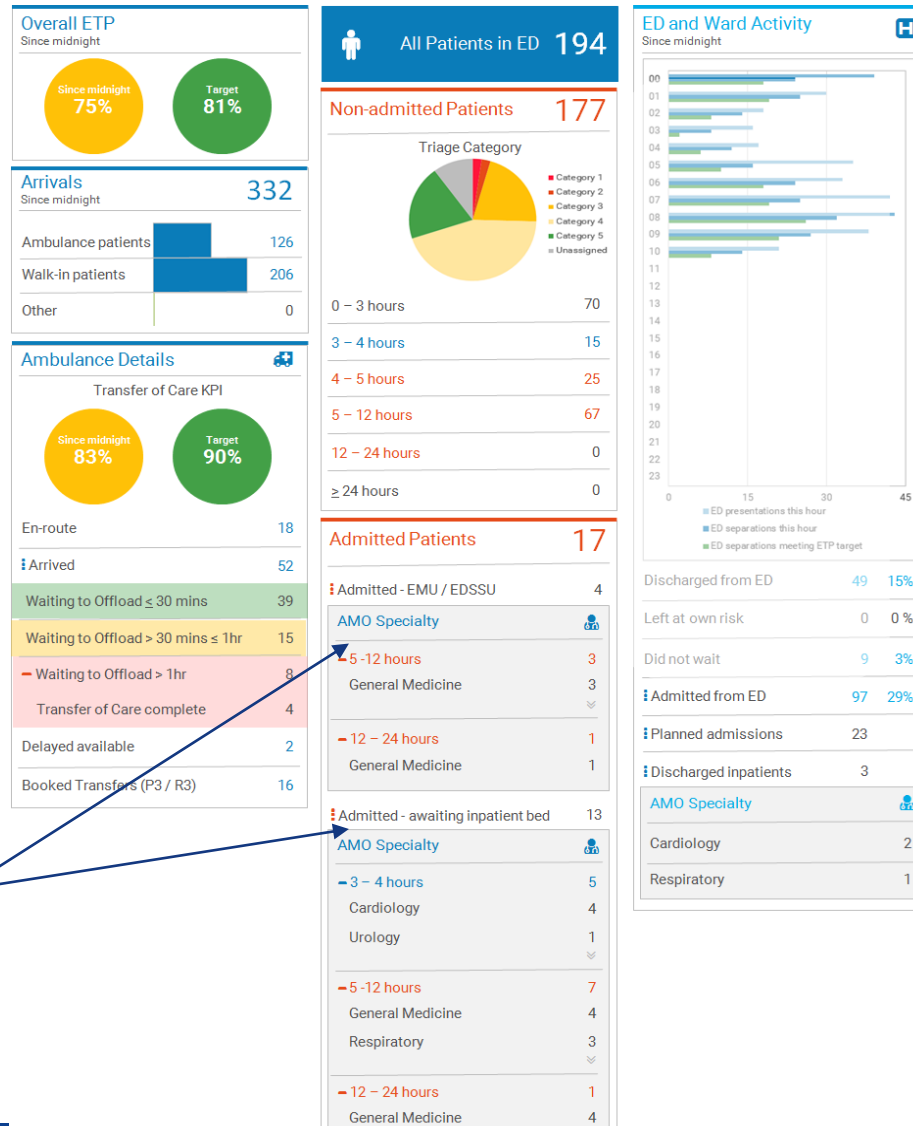
Inpatients in ED - Differentiates between admitted patients in EMU / EDSSU and patients waiting for an inpatient bed.

Planned admissions - Displays planned admissions for the day (since midnight).

Surge Beds - Displays surge beds in use (Updated to include unavailable, closed and over capacity beds)

Users will have the ability to expand and collapse panels to view additional information if they want to

EAV Enhancements Overview – Approved Changes



Display of patients admitted in ED by specialty

User will have the ability to expand and collapse panels to view additional information if they want to

Examples of upcoming enhancements requested by multiple LHDs

- T- 1 dashboard view

- Specialty and ambulance details

- Neighbouring facilities and cluster view

- Detailed ED location views

- Diagnostics

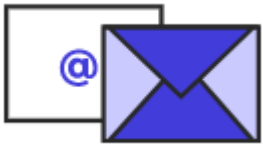
- Patient journey wait times

- Predictions

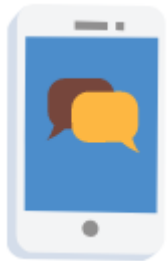
- Triage benchmark times



Channels to access team



Whole of Health Program
EAV@moh.health.nsw.gov.au



Justin Gardiner, Associate Director, System
Performance Support Branch and Whole of
Health Program
Telephone: 0418 623 824