

Navigator Role

The GPS of the ED



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South Western Sydney
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The Catalyst for Change

- Whole of Hospital Program Participants
- Who Owns The Time Line
 - Two day observational study – 11 – 12 / 08 /2013
 - Global leadership
- Team Based Care
 - Implemented 22nd October 2013



Flow - Previously

- NUM working in the role
 - Resulted in:
 - Limited clinical rounds
 - Interruptions i.e. staffing, complaints, clinical issues
 - Distraction from the timeline
- Collaborative review of the role
 - Inclusive
 - Flexible



Navigator – Change Process

- Navigator
 - Name changed NEAT – Navigator
 - Focus on timeline
 - Training
 - Clear definition of roles and expectations



Global Leadership – Change process

- NUM stepped out of role
 - Focus on Global Leadership
 - Managerial tasks
 - Flow – patients ready for wards
 - Clinical input



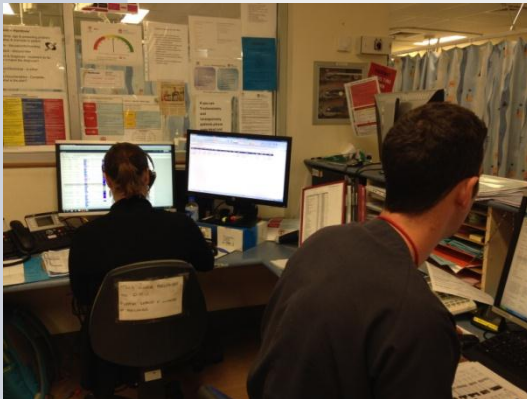
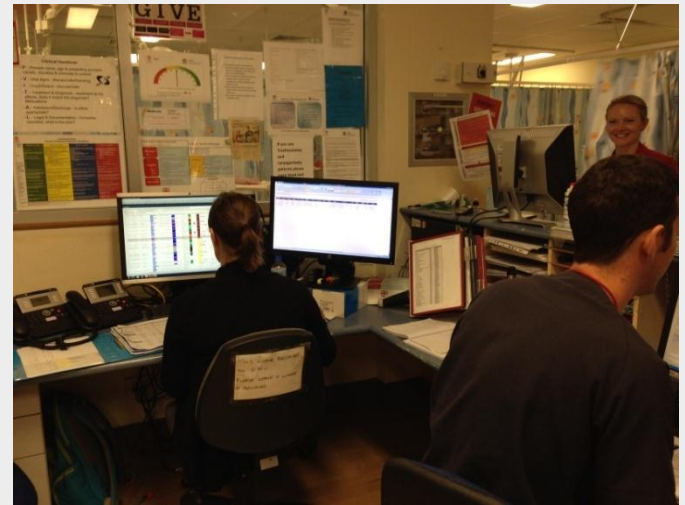
Navigator - NUM

- Relationship
 - Interactive
 - 2 way communication
 - Assist with high demand
 - Coach / Mentor



Navigator & DMU

- Co-located
 - Timely communication
 - Bed requirements
 - Bed allocations
 - Timely transfer
 - Field issues related to intrahospital T/F



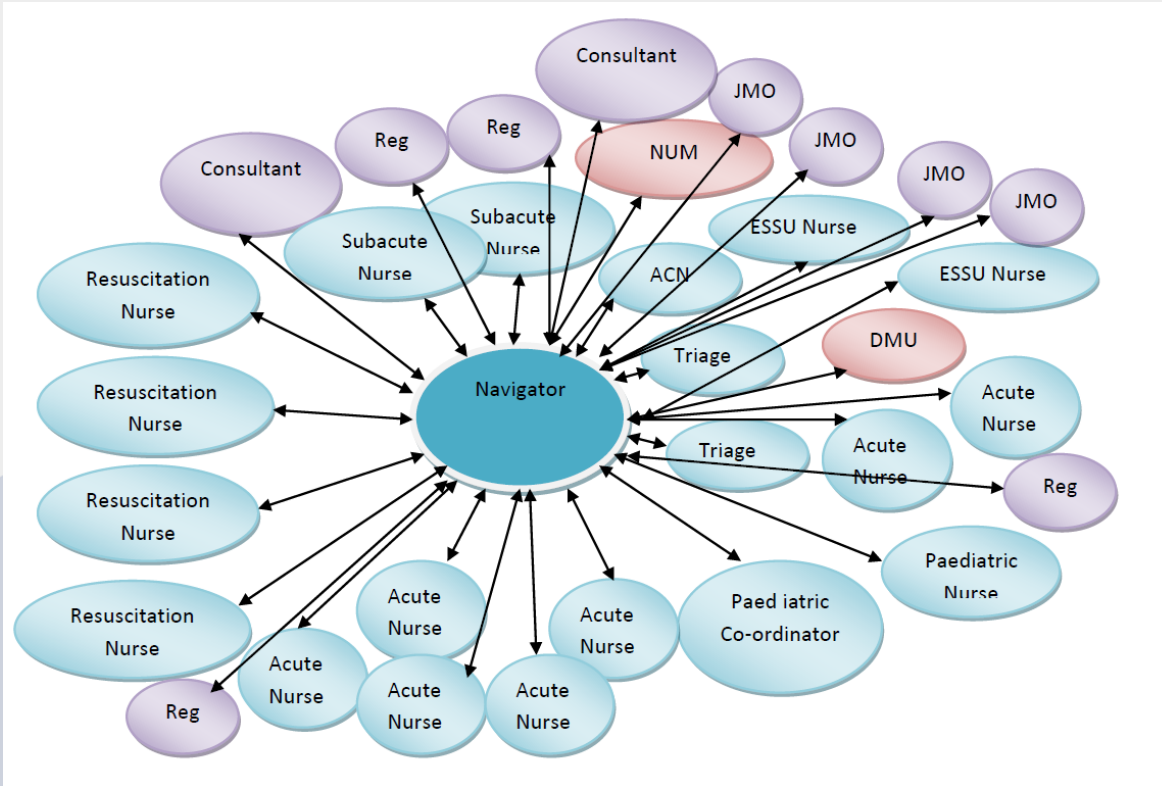
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Navigator - Barriers

- Variation in individual performance – NUM / Navigator
 - Consistent staff in roles
 - Ownership of the role
 - Increased opportunity for coaching / mentoring
 - Feedback
 - Succession Planning



Navigator Communication

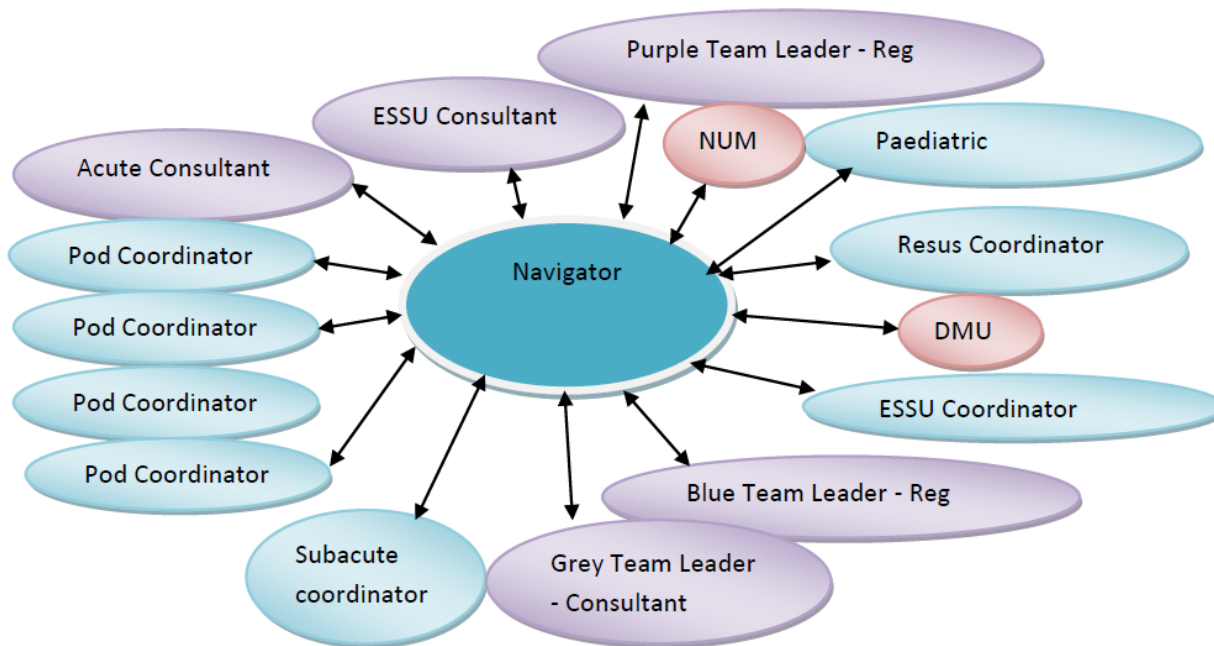


Navigator - Barriers

- Variability in communication
 - Staff communication
 - Education
 - Communication cards
 - Pod team leaders
 - NUM rounding
 - Staffing
 - Patients
 - Ensure clear understanding of expectations



Navigator Communication



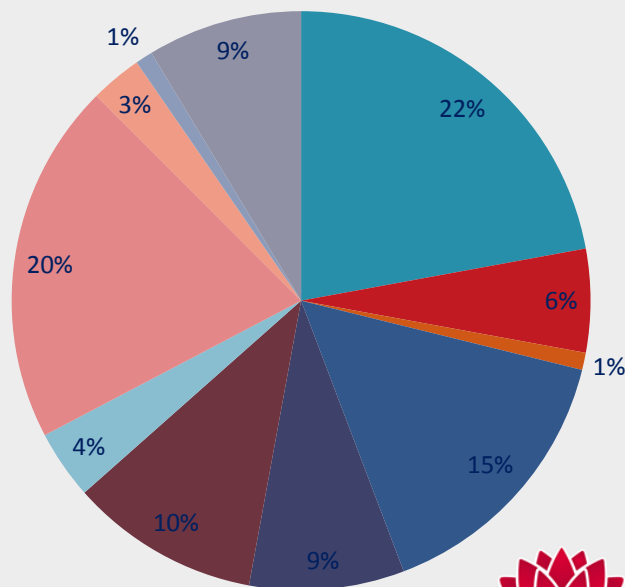
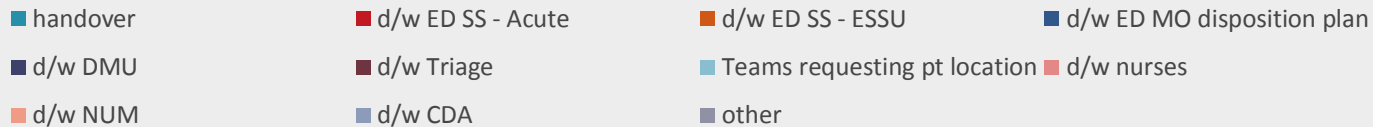
Navigator - Barriers

- Increased pressure for information
 - Communication with medical registrars
 - Collaborative development of script
 - Conversation 1
 - “What is your plan” – likely disposition & important clinical care required
 - Conversation 2
 - Disposition decision
 - “Is your patient ready to go to the ward”
 - Conversation 3
 - “Your patient is going to the ward” – back of form signed by MO



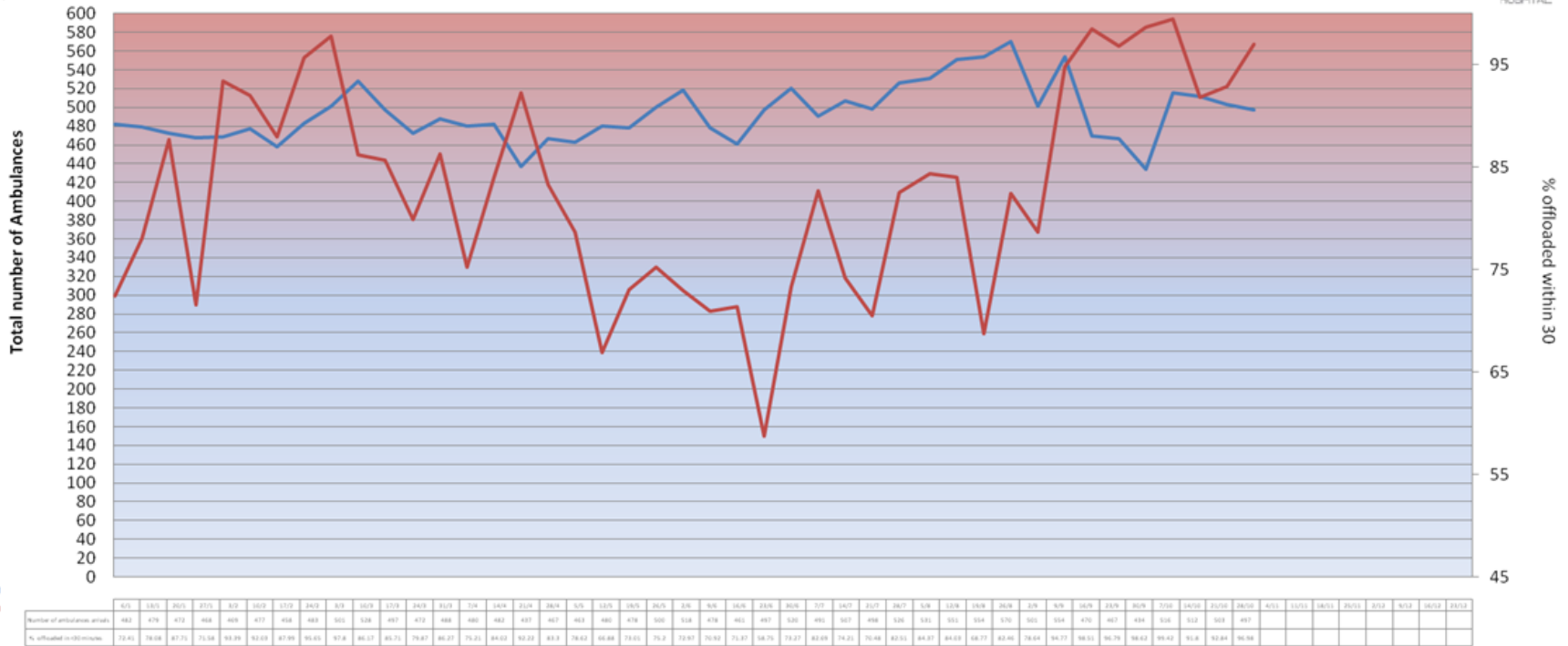
Navigator - future

Observational Audit of Navigator communication



TOC - Transfer of Care

Benchmark 90%



TOC = Patients transferred from ambulance stretcher to an ED location within 30 minutes

Lessons learnt

- Clear definition of roles
- Understanding of role and performance expectation
- Communication
- Consistency
- Education
- Mentoring / Coaching
- Global leadership
- Continuing evaluation and willingness to change
- Executive support / Back of hospital initiatives





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