

Using Daily ETP Reporting to Drive Change in Clinical Practice.

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Health



Health



Health

STEP

Key performance indicators

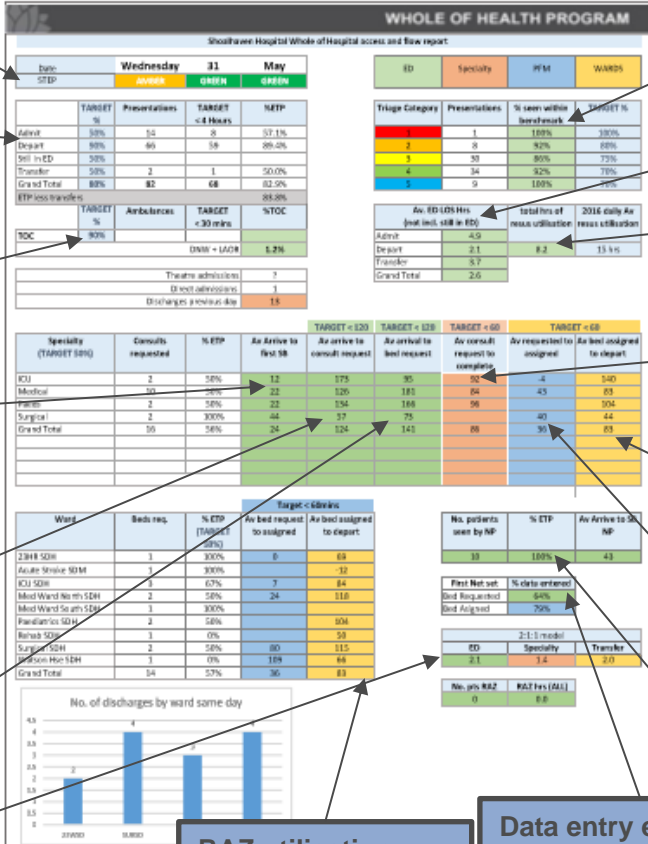
Transfer of Care (TOC)

Average time from arrival to initiation of treatment

Average bed time from arrival to specialty consult request

Average of time from arrival to a bed request

2:1:1 model of care



triage benchmarks.

Average ED LOS

Resus bed utilisation

Average from specialty consult request to complete

Average time bed-requested

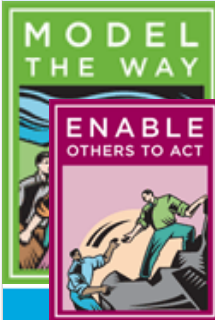
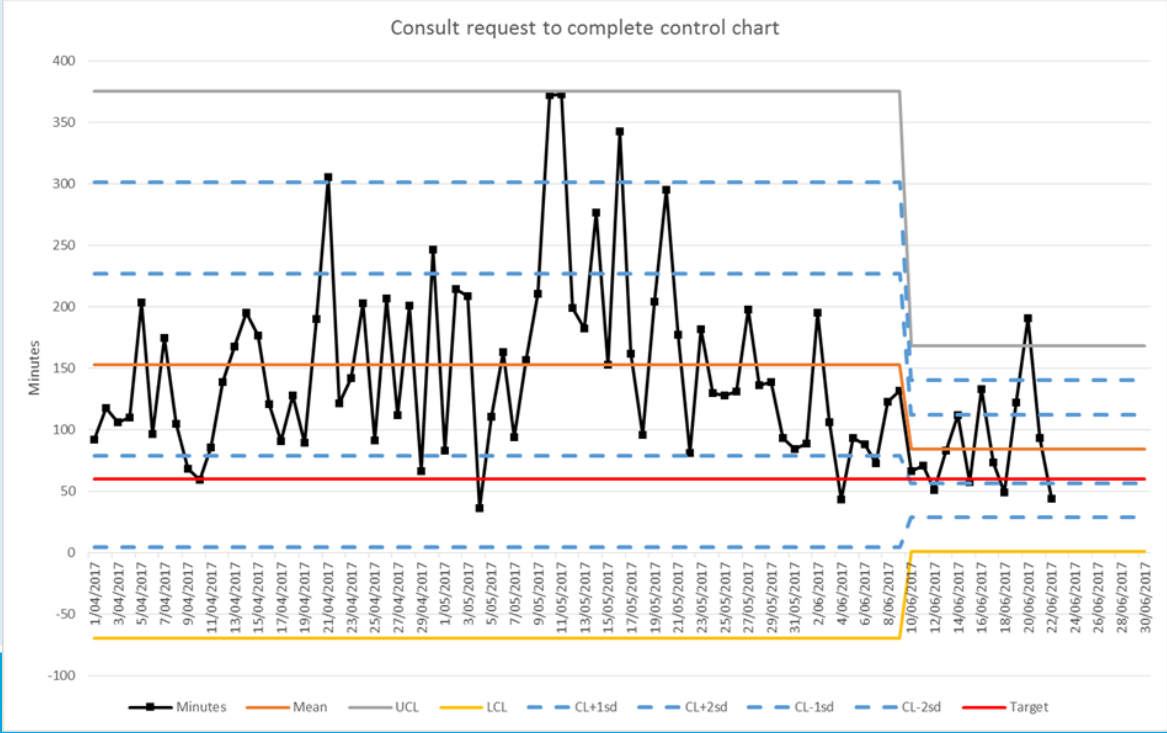
Average time bed being assigned

Nurse practitioner performance

RAZ utilisation

Data entry evaluation

Regular Audit & Feedback



Opportunities for Praise

Afternoon Orthopaedic team at SDMh,

This is a quick thankyou email from the Executive team at Shoalhaven Hospital to show our appreciation for the exemplary efforts by the Orthopaedic team yesterday in facilitating the admission of 3 orthopaedic presentations to SDMh ED. The average time from consult request to consult attend yesterday was 29 minutes and 2/3 patients were admitted to the hospital within 4 hours (the NSW state target). This is a great result and is acknowledged and appreciated.

Whole of Health Program Lead

“Thanks again to all the teams, registrars in particular with the timely reviews of patients in ED. Some days are obviously harder than others but overall a sustained improvement. There have been 4 days over the last 2 weeks where the average review time was less than 60 minutes which is remarkably good work. Well done everyone”

Bill



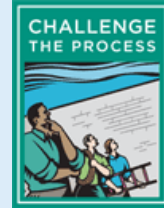
A pat on the back for everyone.

Specialty (TARGET 50%)	Consults requested	% ETP	Av Arrive to SB ED MO	TARGET < 120	TARGET < 120	TARGET < 60	TARGET < 60	
				Av arrive to consult request	Av arrival to bed request	Av consult request to complete	Av requested to assigned	Av bed assigned to depart
Ortho	3	67%	78	121		29		



Ongoing Challenges & Risks

- Automating the report
- Trending of data
- Adequate support
- Accuracy of data
- Compliance of staff to enter data
- Complexity of the targeted behaviours targeted for change



Where to From Here?

- Individual EDMO performance
- Evaluation of PDSAs
- Benchmarking
- Spread
- Trending
- Debunking myths

ED Medical officer name	No. pts seen ALL	ETP %	Avg. Triage to SB EDMO	Avg. arrive to consult request	Avg. of ED LOS	SAS	Senior MO Review
DR A	3	0%	101	259	6.8		
DR B	5	20%	145	451	8.0		
DR C	6	33%	159	348	7.1	1	
DR D	6	33%	79	144	6.1		
DR E	8	63%	118	176	4.7		
DR F	9	67%	20	116	3.5		
DR G	8	50%	71	148	4.7		
DR H	7	57%	86	138	4.2		
DR I	10	100%	51	34	2.9		
DR J	9	56%	100	250	4.1		
DR K	10	80%	101	155	3.2		
DR L	7	57%	36	60	3.9		
DR M	4	75%	167		4.3	1	
Grand Total	92	59%	88	185	4.5	2	



Acknowledgement:

Louise Kershaw, Adviser - Whole of Health Program

References:

http://www.euro.who.int/_data/assets/pdf_file/0003/124419/e94296.pdf

http://www.cochrane.org/CD000259/EPOC_audit-and-feedback-effects-on-professional-practice-and-patient-outco

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Illawarra Shoalhaven Local Health District

Population of 385,250. Large geographic region **250km** coast line
9 hospitals, 45 community based services, 7300 staff.

Shoalhaven Hospital

71-88 ED Accessible beds, 105 ED presentation a day, 19% admission/transfer rate, 5 theatres, 13 bed Crit Care Unit, Paeds, SCN, Maternity, Rehab, Renal & Cancer services.

(Note: unlike all other peer group hospitals: Shoalhaven has none of the following; MAU, ESSA or onsite Psychiatric admissions)

ETP – All KPIs **↑** on previous year

TOC - **↑** 11.4%

DNW LAOR - **↓**2.6%

ED Average LOS - **↓**0.2hrs