

TRANSIT LOUNGE REMODEL

“WINTER WONDER LOUNGE”

RNSH

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What WAS the Transit Lounge?

→ On average, TL facilitated 13% of hospital discharges

→ M
→ 09
Patient satisfaction of Transit Lounge experience was 65%

cleaner

→ Facilitates discharge and admissions

No process!

process, unorganised



What is the Transit Lounge NOW?

On average, TL facilitates 28% of hospital discharges

Cleaner

More than 90% of patients who use TL are satisfied with their experience

0.5 to 1.5 hours

Facilitates discharge and admission

Streamlined process!

Provides patients a safe environment to wait



Why did we Remodel it?

Patient Flow

- Admitted ETP target currently on average 35%
- Only 9% of discharges are before 10am
- Admission to bed ready goal of 45 minutes

Patient Experience

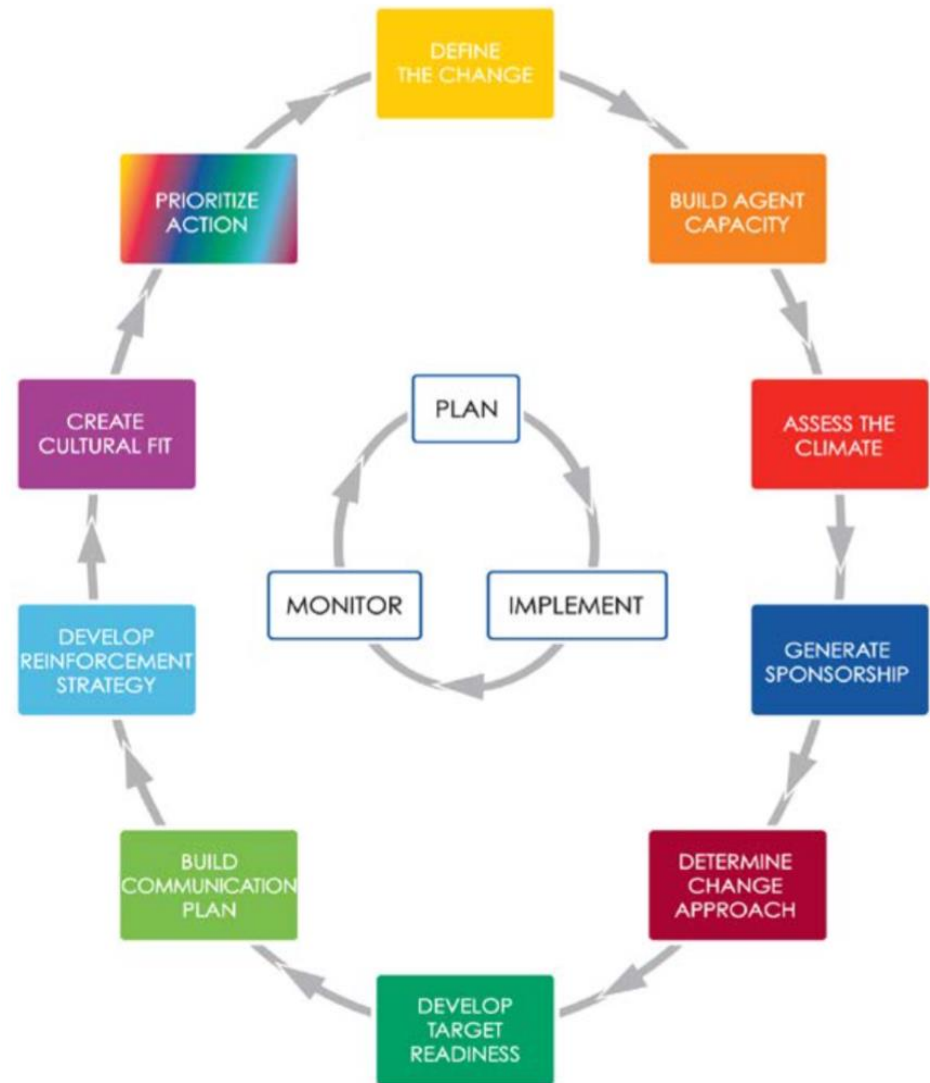
- “ I’ve been sitting here all day with nothing to eat ”
- “ I haven’t seen a nurse all day ”
- “ Why did I have to leave my bed to come and be dumped here ”



How did we do it?

ACI Redesign School

Accelerating Implementation Methodology (AIM)



Project Goal



Provide an efficient, patient centred Transit Lounge model of care, that improves patient flow whilst completing a positive hospital journey.



Project Objectives



Objective 1: Increase usage to aid in hospital patient flow

By December 2017, 35% of RNSH in patient discharges will flow through the Transit Lounge



Objective 2: Positive patient experience in TL

By December 2017, 100% of patients transferred to the Transit Lounge will have a positive experience that completes their hospital journey



Key Stakeholders

- ★ Project Team – Bed Manager, RN In Charge TL
- ★ Sponsor – Patient Flow Manager
- ★ Steering Committee – DNMs, Medical Representative, Deputy Director of Pharmacy, Redesign and Innovation Manager
- ★ Clinical Champions
 - NUMs/RNs
 - Enrolled Nurse – TL
 - After hours Team Leaders
- ★ Patients

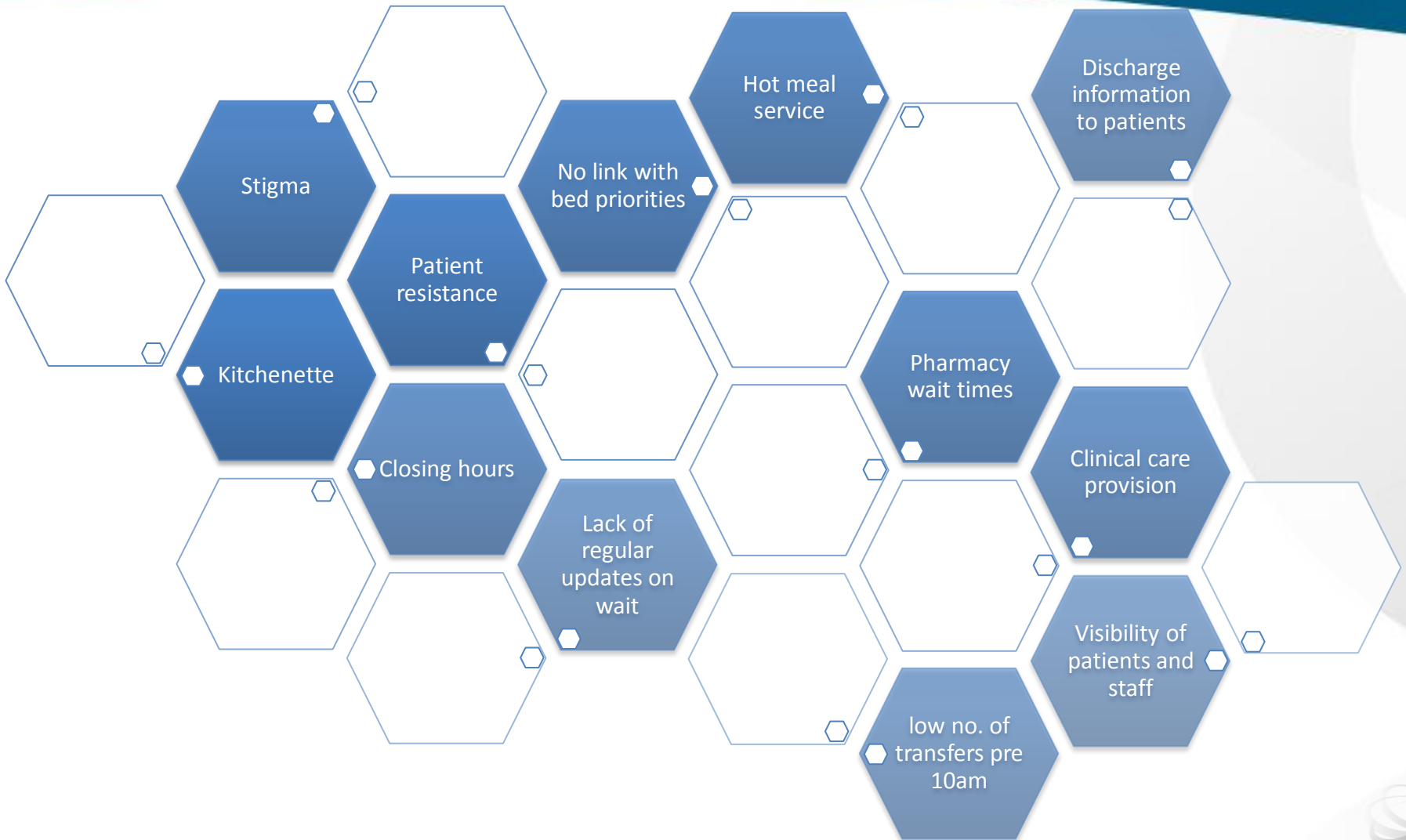


Diagnostic Phase

- **Focus groups**
 - NUM/ nursing attendance (n= 19)
 - Pharmacy (n=6)
- **Site visits**
 - Liverpool Hsp
 - Westmead Hsp
- **Surveys**
 - Nursing (n= 62)
 - Pharmacy (n=15)
 - Medical (n=42)
 - Patients (n=52)
- **Data**



Diagnostics issues log



Diagnostic Phase summary

Food Service

40% of patients reported an issue with having no tea and coffee service

65% of patients reported an issues with having no hot meals for lunch

Closing hours

36% of staff raised concerns regarding limited opening hours

Clinical Scope

51% of ward staff stated they were unsure of the clinical scope in the TL

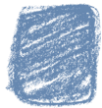
Physical Layout

50% of patients reported concerns around the chaired area being far from the toilet and unable to visualise staff

100% of TL staff reported an issue with lack of visibility of patients in the chaired area.

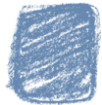


Solution Design Phase



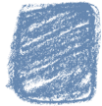
Peer Observation

- Liverpool and Westmead Hospitals



Blitz Brainstorming

- NUMs, CNEs and RNs



Weighted Voting

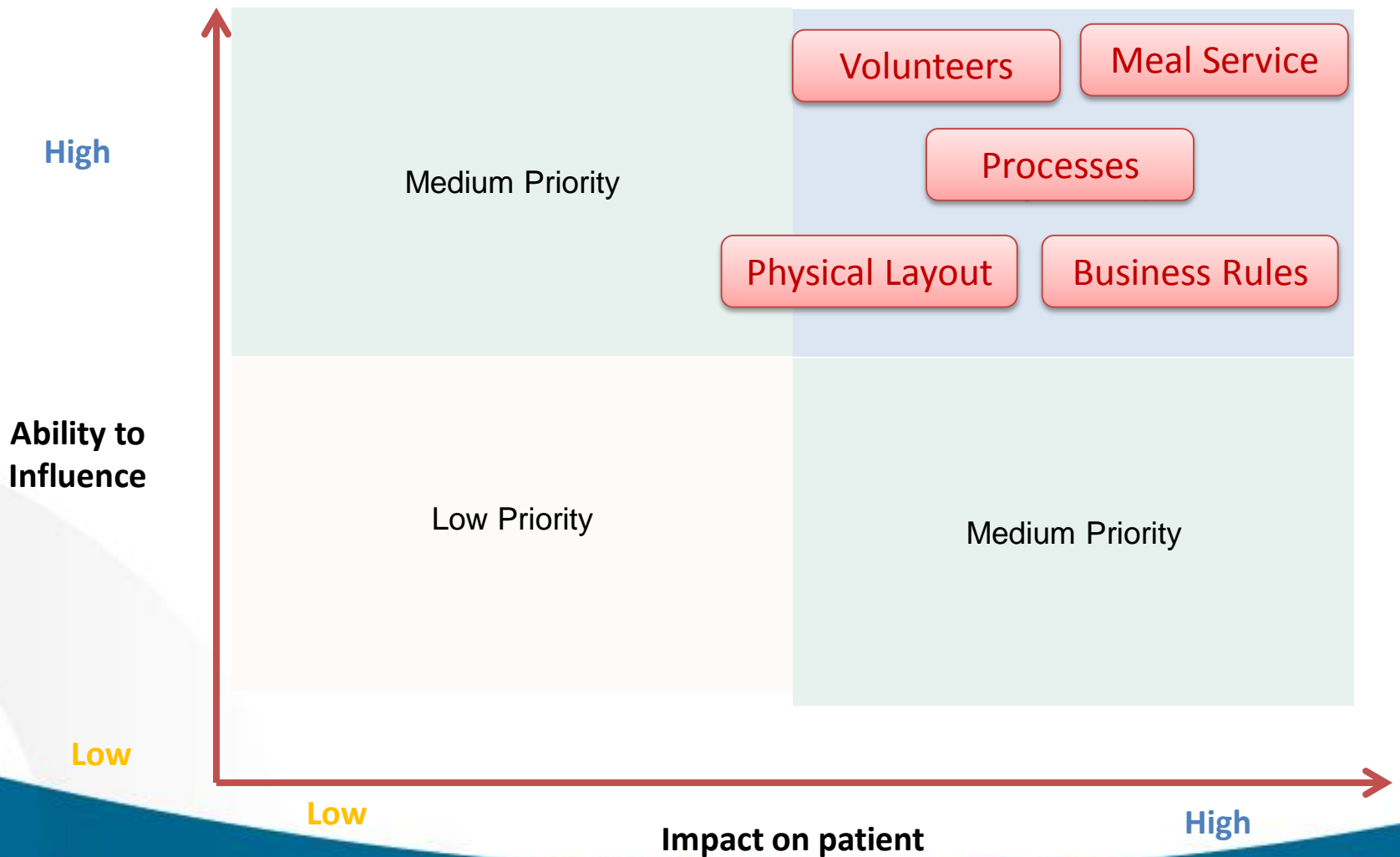
- NUMs, CNEs and RNs



Issues Prioritisation

- NUMs, CNEs and RNs

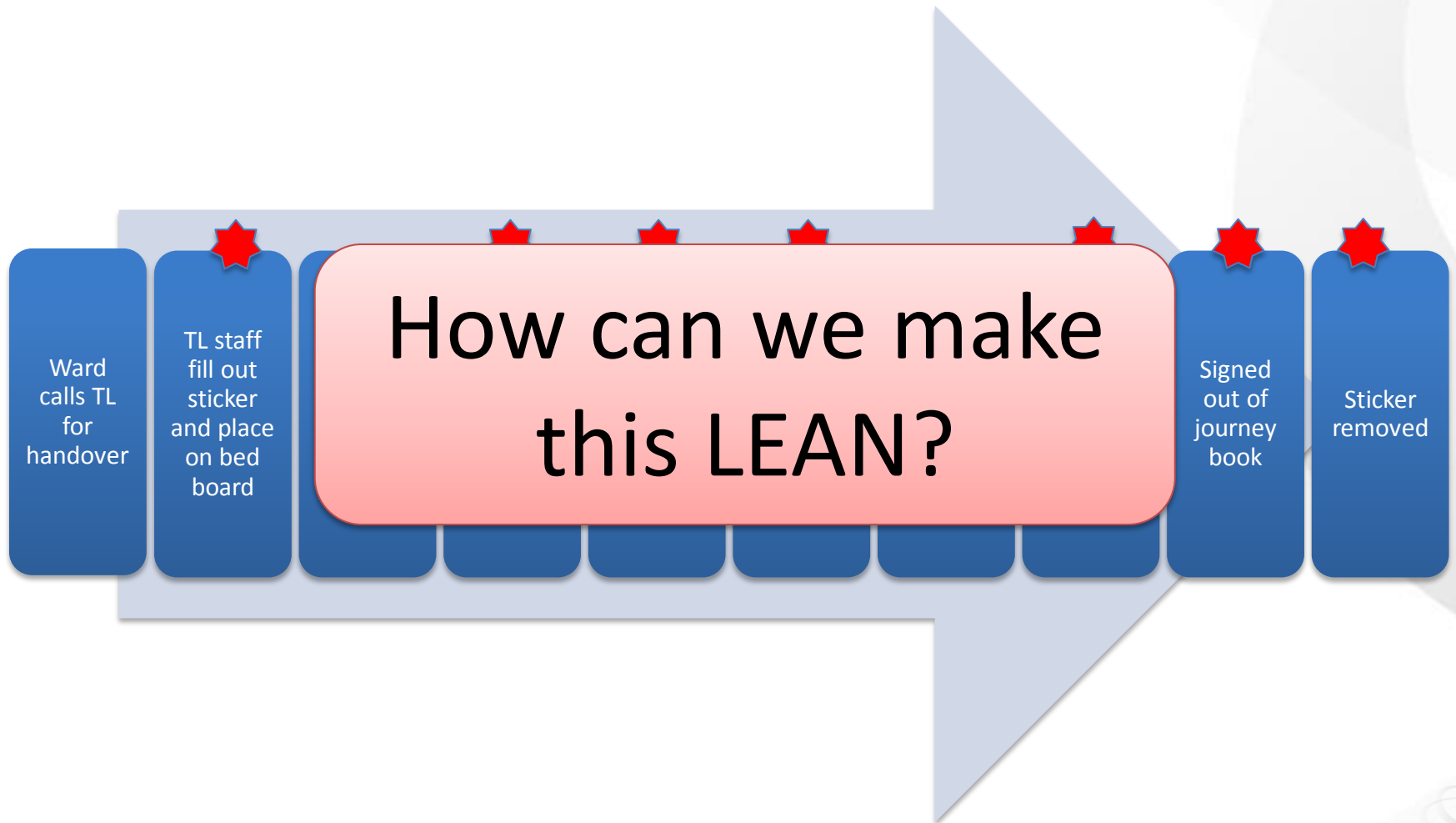




Solution Prioritisation



'As is' Diagnostic Process Mapping



Our *NOW* process

G2G list printed, TL nurse calls wards for handovers

Bed or Chair reserved on portal

Patient arrives

Patient is transferred into allocated bed or chair

Portal updated

Patient sticker is placed in journey book, along with location etc

Patient is discharged



Occupancy: 56%	Clinician EDD: 100%	# Expired EDD: 0	IHT IN: <u>0</u>	IWT IN: <u>0</u>	Outliers IN: 0	Waiting in ED	3-4hrs	>4hrs	>24hrs	C
Inpatients: 9	DWA's: <u>0</u>	# With W4W: 0	IHT OUT: <u>1</u>	IWT OUT: <u>0</u>	Outliers OUT: 114	Total	3	9	0	

Bed	ID	Surname	Team Contact	EDD	G2G	DC Plan	PTS	DC Script	DC Summary	Diet	Non Clinical Notes
01	[REDACTED]	[REDACTED]	Kavie 42323	15-11-17	Yes	Hirondelle		Completed	Completed	FULL	
02	Reserved	CLINIC JENSEN									
03	Open										
04	[REDACTED]	[REDACTED]	42475 Joshua	15-11-17	Yes	Monetifiore NH		Completed	Completed	ENERH	
05	Open										
06	[REDACTED]					ADMISSION		Not started			JMO will R'v soon
07	[REDACTED]	[REDACTED]	45761 Michael	15-11-17	Yes	Ester health n/h		Completed	Completed	FULL	
CH08	Unavail...										
CH09	[REDACTED]	[REDACTED]	45593	15-11-17	No	Home -daughter		In Pharmacy	Completed	FULL	
CH10	Open										
CH11	[REDACTED]	[REDACTED]	Ariella 45787	15-11-17	Yes	Pt transport		Nil Meds R...	Completed	DIAB	
CH12	Open										
CH13	[REDACTED]	[REDACTED]	Esther 42438	15-11-17	Yes	Home -friend		Completed	Completed	FULL	
CH14	[REDACTED]	[REDACTED]		16-11-17	No	Home - Family		In Pharmacy	In Progress	FULL	txt paged dr 1428
CH15	Open										
V1	[REDACTED]	[REDACTED]		15-11-17	No	Home -family		In Pharmacy	In Progress	DIAB	txt pgd re sign off @ 1455



Bed Board: Northern Sydney Royal North Shore Hospital PAS eMR PTS For any application issues contact the Statewide Service Desk on 1300 285 533. For any transport booking queries contact PTS on 1300 233 500.

Bed Board Transfers Bed Management

Patient Mode **Bed Mode** Last refreshed: 15-11-2017 16:58

Patient Profile - Royal North Shore Hospital

Good to Go AMO Filter Ward Filter

Filters used: ED accessible wards only
 Hide wards with no patients Display ward description

Clear Yes 10AM No All G2G None Patient Name: Patient ID:

Filtered Profile:		Hospital Profile:	
ED accessible bed occupancy:	NA	ED accessible bed occupancy:	89.4%
Occupancy:	NA	Occupancy:	83.6%
Number of patients:	18	Number of patients:	642
Bed days to date:	160	Bed days to date:	6345
Average LOS:	8.89	Average LOS:	11.99
Clinician defined EDD:	100.0%	Clinician defined EDD:	95.5%

Royal North Sho ...	5WC	Yes
Royal North Sho ...	5eC	Yes Yes
Royal North Sho ...	6BR	Yes Yes Yes
Royal North Sho ...	6DR	Yes Yes Yes Yes Yes
Royal North Sho ...	7BR	
Royal North Sho ...	7DR	Yes Yes
Royal North Sho ...	7ER	
Royal North Sho ...	7FR	Yes
Royal North Sho ...	8BR	
Royal North Sho ...	8CR	
Royal North Sho ...	8DR	Yes Yes
Royal North Sho ...	8ER	
Royal North Sho ...	8FR	
Royal North Sho ...	9AR	
Royal North Sho ...	9ER	
Royal North Sho ...	AU7R	Yes
Royal North Sho ...	CAC	
Royal North Sho ...	RLCRNS	

Facility List

Royal North Shore Hospital

As At 15/11/2017 17:00

Filters used: ED accessible wards only - Good_To_Go: Yes

Ward	Bed	Patient ID	Gen der	Name	Medical Officer	MO Specialty	Age	PTS Status
5WC	16	1036350	M	Reeve, Martin	Hartin, Nathan	Orthopaedics	59 yrs	
5eC	08	1492791	M	Besson, Douglas	March, Lynette	Rheumatology	86 yrs	Planned
5eC	30	1847144	M	Moore, Rodney	Wines, Andrew	Orthopaedics	77 yrs	
6BR	07	1840678	M	Harrison, Robert	Bassin, Levi	Cardiothoracic Surgery	80 yrs	
6BR	23	1854722	M	Cain, Frederick	Marshman, David	Cardiothoracic Surgery	80 yrs	
6BR	26	1500916	M	Mortimore, William	Harden, Michael	Cardiothoracic Surgery	88 yrs	Planned
6DR	11	1704455	M	Morrow, Carol	Brady, Peter	Cardiothoracic Surgery	84 yrs	
6DR	12	883778	M	Johnstone, Bradley	Hansen, Peter	Cardiology	58 yrs	
6DR	18	1358326	M	Bicknell, John	Hansen, Peter	Cardiology	66 yrs	
6DR	28	162959	F	Coote, Margaret	Choong, Yoon Pin	Cardiology	92 yrs	Pt At Origin - Pick-up 15-11-17 17:03
6DR	V1	1302673	M	Teosian, Nishan	Washington, Harvey	Cardiology	68 yrs	
7DR	10	1560245	F	Dorman, Joan	Assaad, Nazih	Neurosurgery	89 yrs	
7DR	30	1034520	M	Geerin, Kevin	Curtis, Jonathon	Neurosurgery	71 yrs	Planned
7FR	06	72515	F	Neely, Pamela	Liang, Christina	Neurology	86 yrs	
8DR	17	510300	M	Wilson, Grahame	Sandanayake, Neomal	Gastroenterology	82 yrs	

Occupancy: 19%	Clinician EDD: 100%	# Expired EDD: 0	BHT IN: 0	IWT IN: 0	Outliers IN: 0	Waiting in ED	3-4hrs	>4hrs	>24hrs	Count	Discharge Target
Inpatients: 3	DWA's: 0	# With W4W: 0	BHT OUT: 0	IWT OUT: 0	Outliers OUT: 113	Total	2	7	0	14	

Bed	ID	Surname	Team Contact	EDD	G2G	DC Plan	PTS	DC Script	DC Summary	Diet	Non Clinical Notes
01	Open										
02	Open										
03	Open										
04	Open										
05	Open										
06	1746497	LIM									
07	204961	WILSON	45761 Michael	15-11-17							
CH08	Unavail...										
CH09	Open										
CH10	Open										
CH11	Open										
CH12	Open										
CH13	Open										
CH14	Open										

Update Bed Status [X]

Status for Bed 01

Nurse:

Status:

- Open
- Pt Off Ward
- Reserved
- Bed Ready
- Unavailable
- Boarder

Notes:

Patient Name: *

Infectious Clean

Cancel

Solution Summary



Transit Lounge Business Rules

- Develop Business Rules that are easily accessed & supported by in-services, posters and marketing



Establish profile with Healthshare for Transit Lounge

- This will enable hot meals to be delivered and allow Transit Lounge to have a morning/afternoon tea service



Summary of key solutions



Utilise Hospital Volunteers

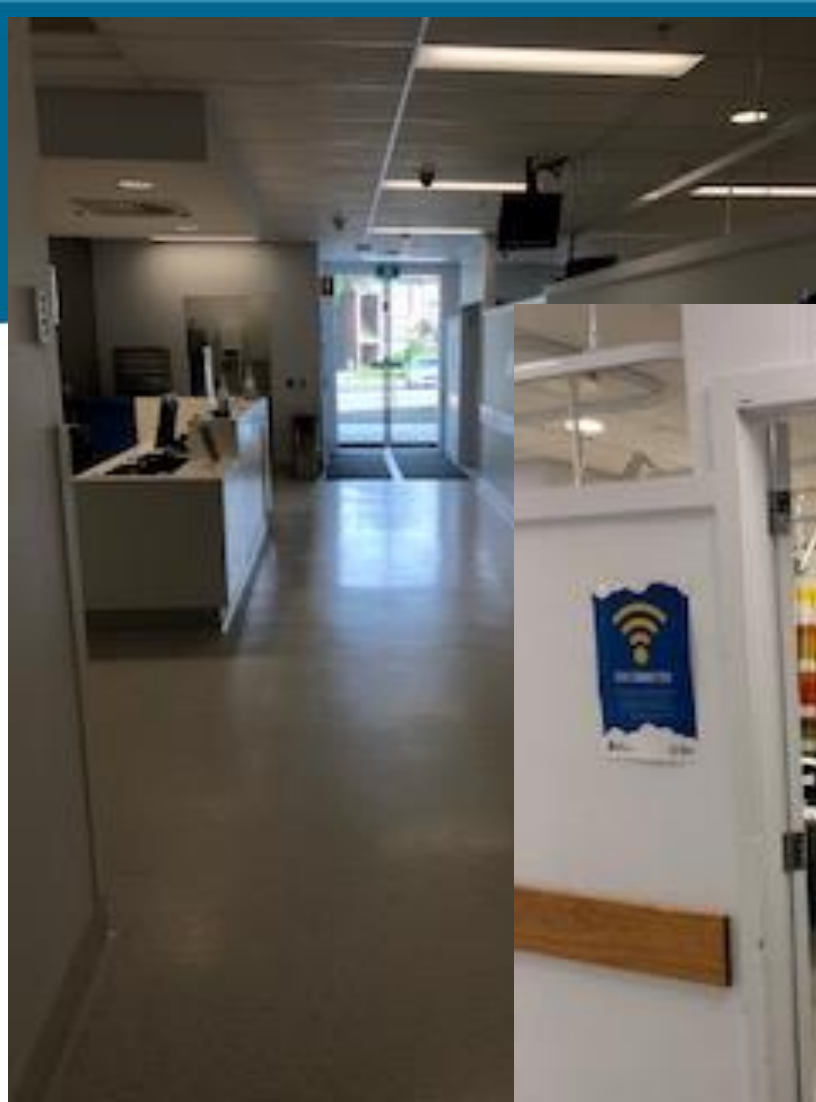
- Help with Orientating patients to the Transit Lounge, talk with patients and assist them if needed. Improving contact and visibility of hospital staff



Removal of Partition Wall

- Allow a more open environment with improved site lines, opportunity to improve capacity and layout



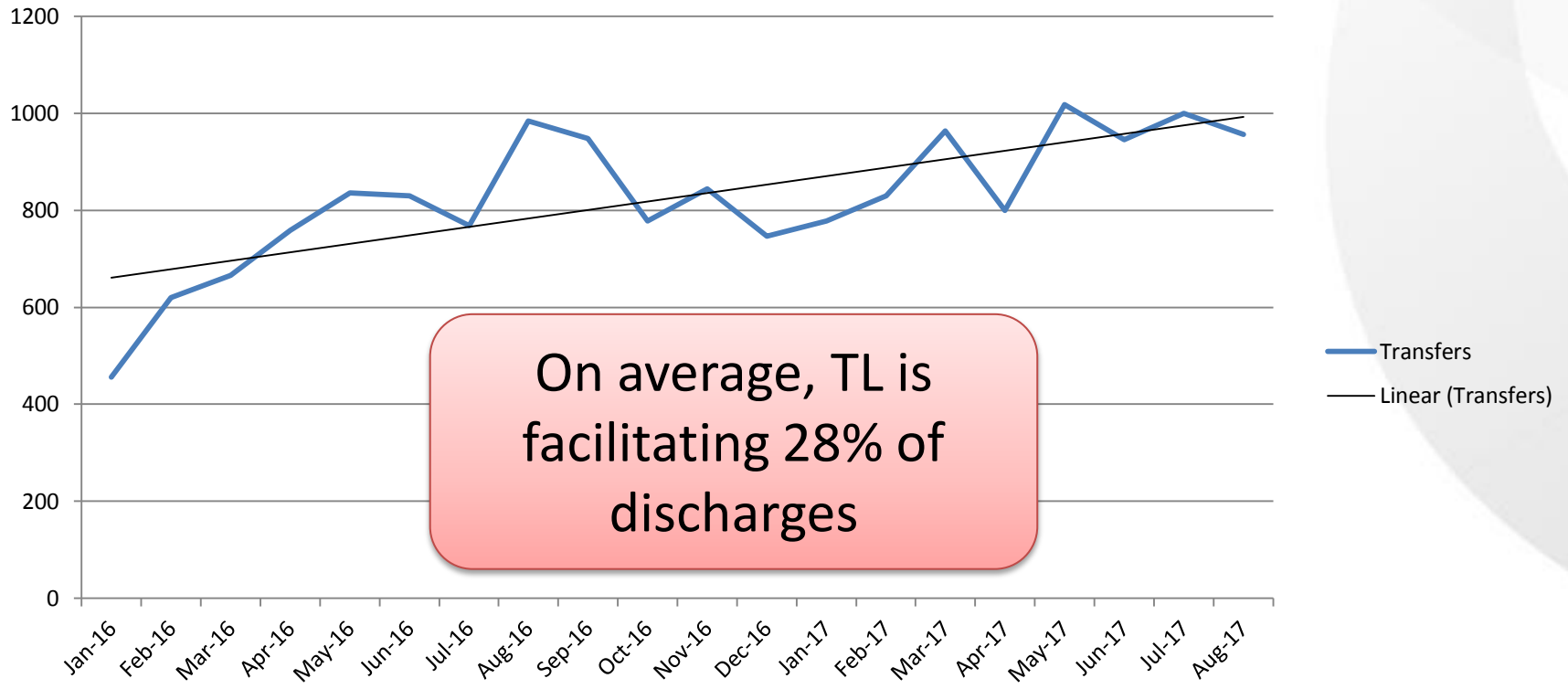


What have we done so far?

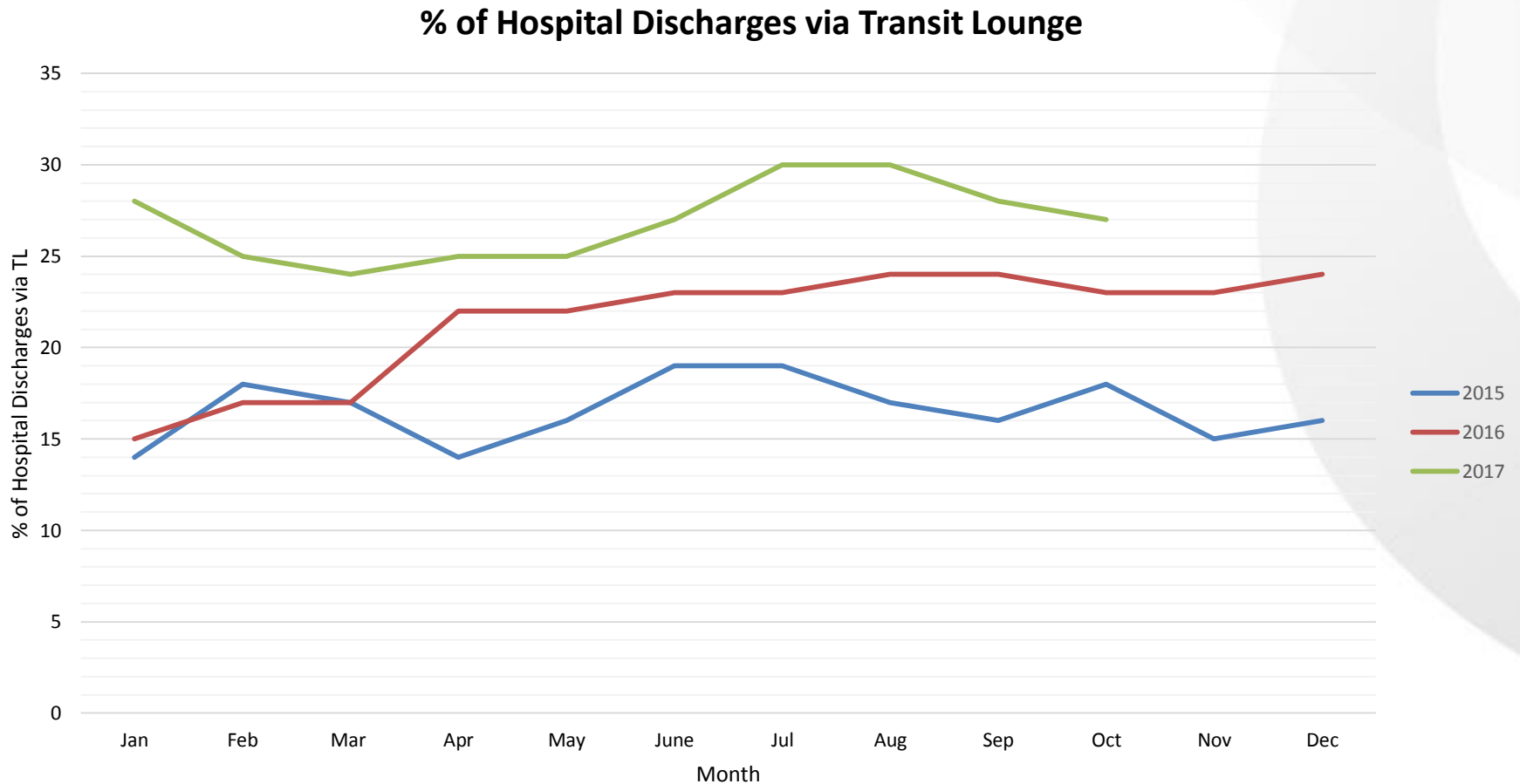


What are the results so far?

Monthly transfers through Transit Lounge

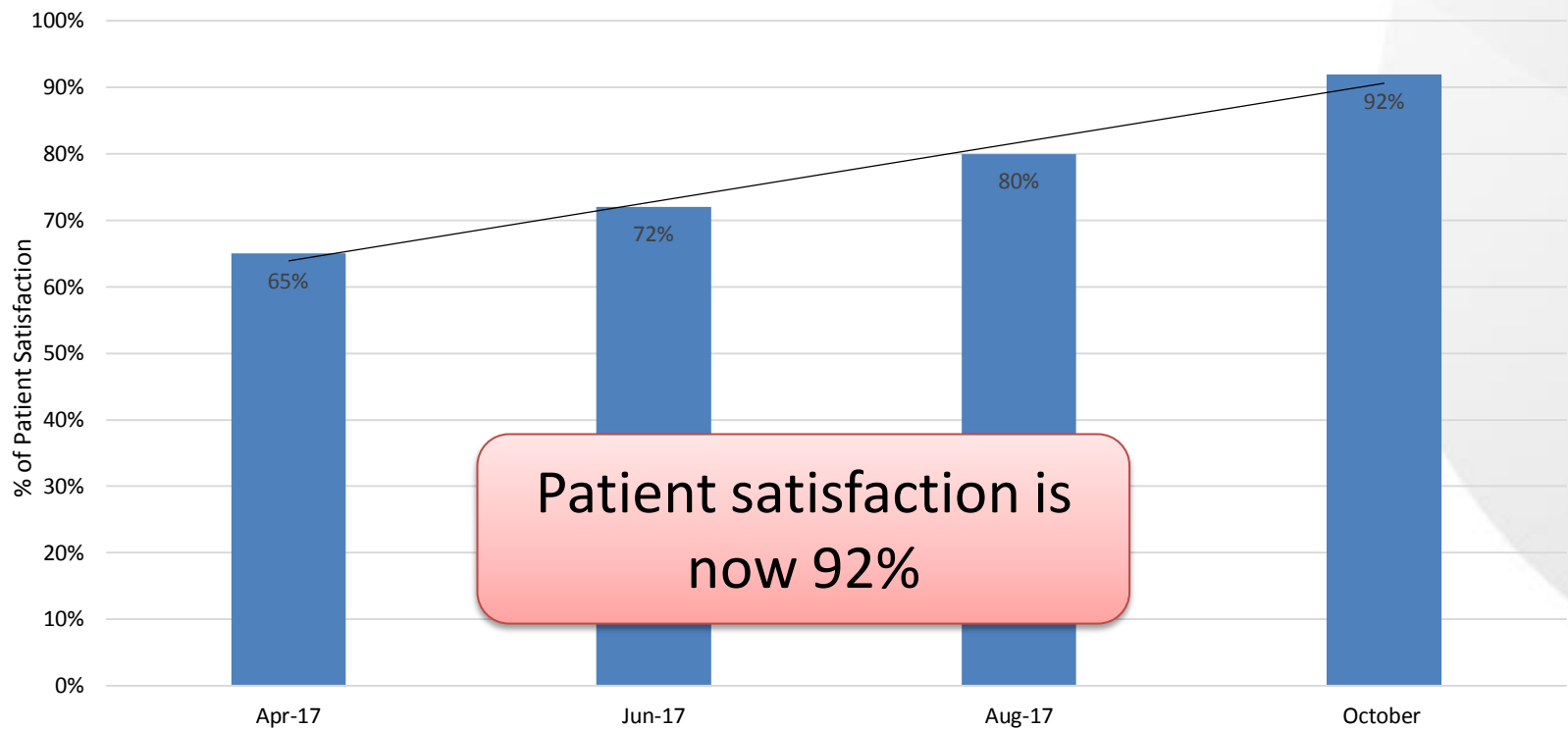


What are the results so far?



What are the results so far?

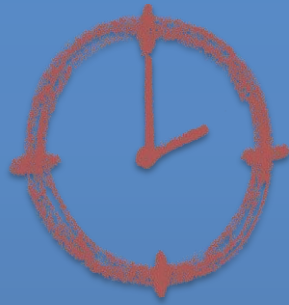
Patient Satisfaction



What is next?



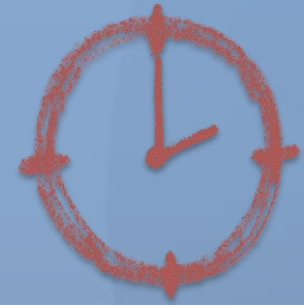
Review, finalize
and publish
business rules



Marketing
posters



Ward
education
and in-
services



Layout changes

