



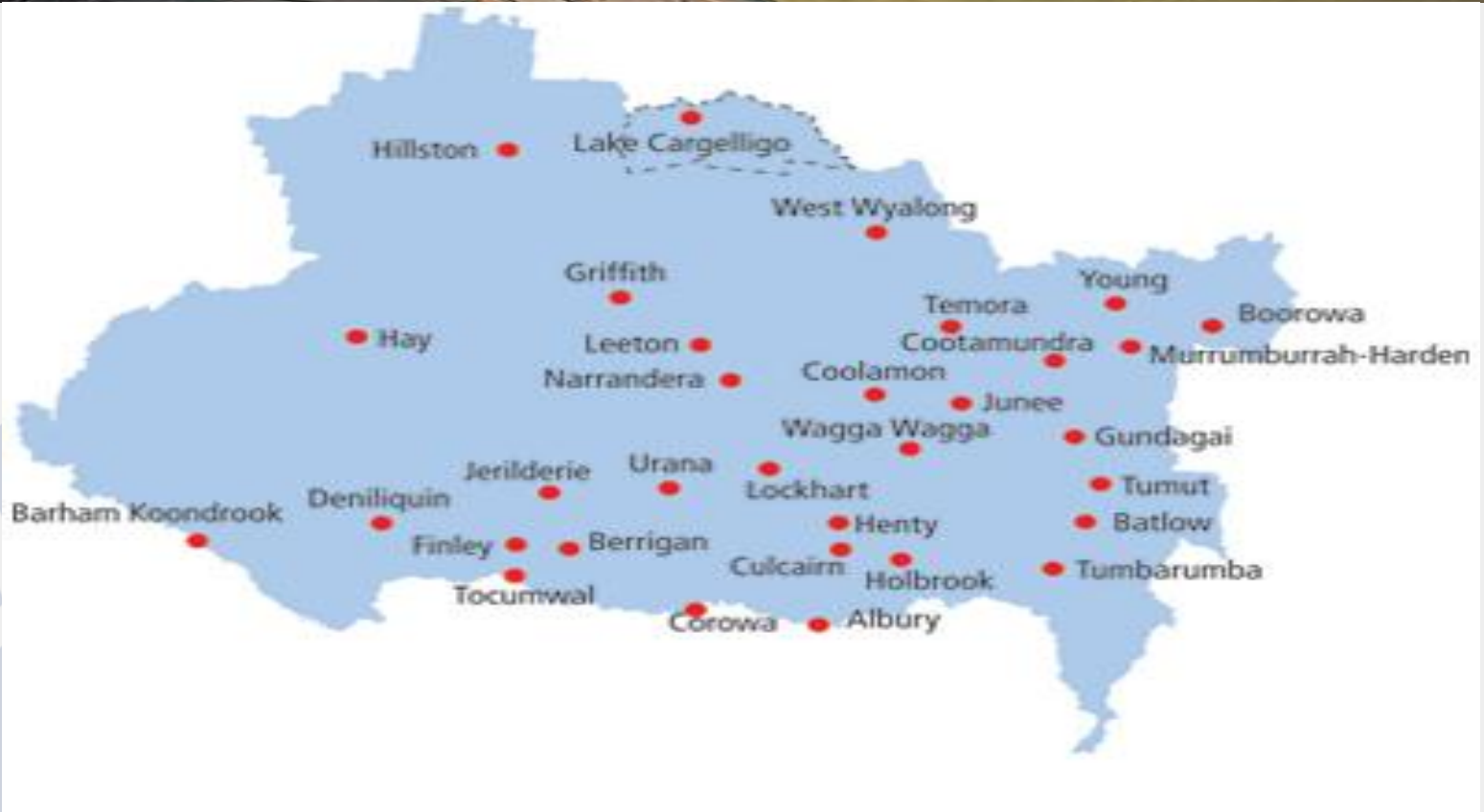
# Wagga Wagga Health Service. Our journey so far...

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February 2015



Health  
Murrumbidgee  
Local Health District

# Murrumbidgee LHD



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# Wagga Wagga Health Service

- Wagga Wagga Health Service covers a geographic area of 125,248 square kilometres.
- Catchment Population of over 300,000
- 31 Hospitals that feed into WWHS
- Some communities are classified as rural and some as remote.
- Wagga Wagga has a population of 61,509 in 2011



# Wagga Wagga Health Service

- Wagga Wagga Health Service has 256 beds.
- Regional Referral Hospital and Health Service, providing acute and community health services to the surrounding community.
- We provide a comprehensive range of services for patients including, Emergency, Intensive Care, Coronary Care, High Dependency, Medical, Surgical, Paediatric, Obstetrics, Renal Rehabilitation, Dementia Assessment and Acute Mental Health Services.



# Wagga Wagga Health Service

Challenges faced by Wagga Wagga Health Service:

- Distance
- Recruitment
- Transport
- Availability of after hours services



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# Wagga Wagga Health Service

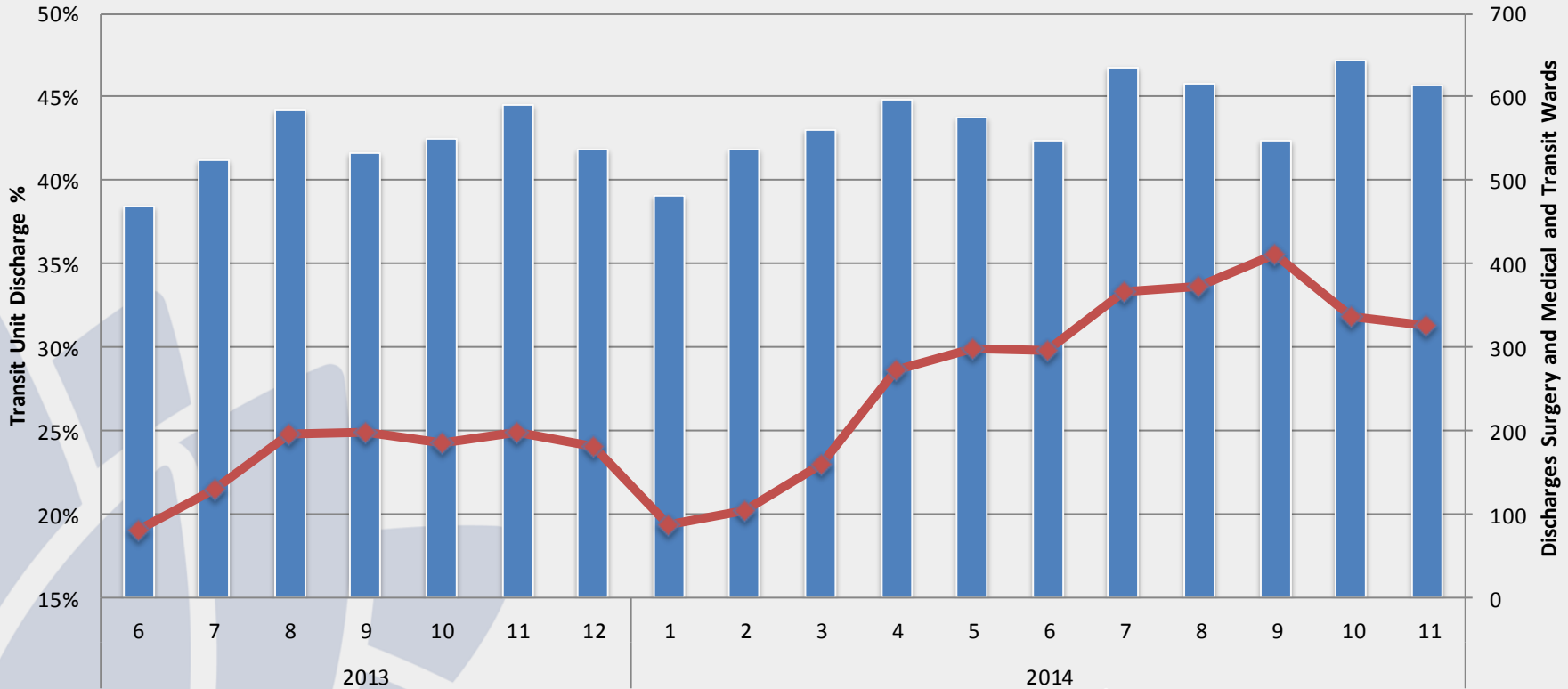
## Back of House - Achievements

- Redesigning our Daily Bed Meeting- 8:30 & 15:00
- Patient Flow Portal-
- Electronic Patient Journey Boards-
- Conversations
- Increase utilisation of Transit Unit-



# Wagga Wagga Health Service

## % of Discharges from Transit Unit



# Wagga Wagga Health Service

- Direct admits for patients returning from Tertiary facilities-
- Wards pulling patients from ED-
- 11 am Exec round in ED-
- Weekly 'Stranded Sam' meeting-
- Weekly Surgical Patient Flow meeting-





# Wagga Wagga Health Service

In summary:

**We have used the Patient Flow core elements to achieve back of hospital capacity.**

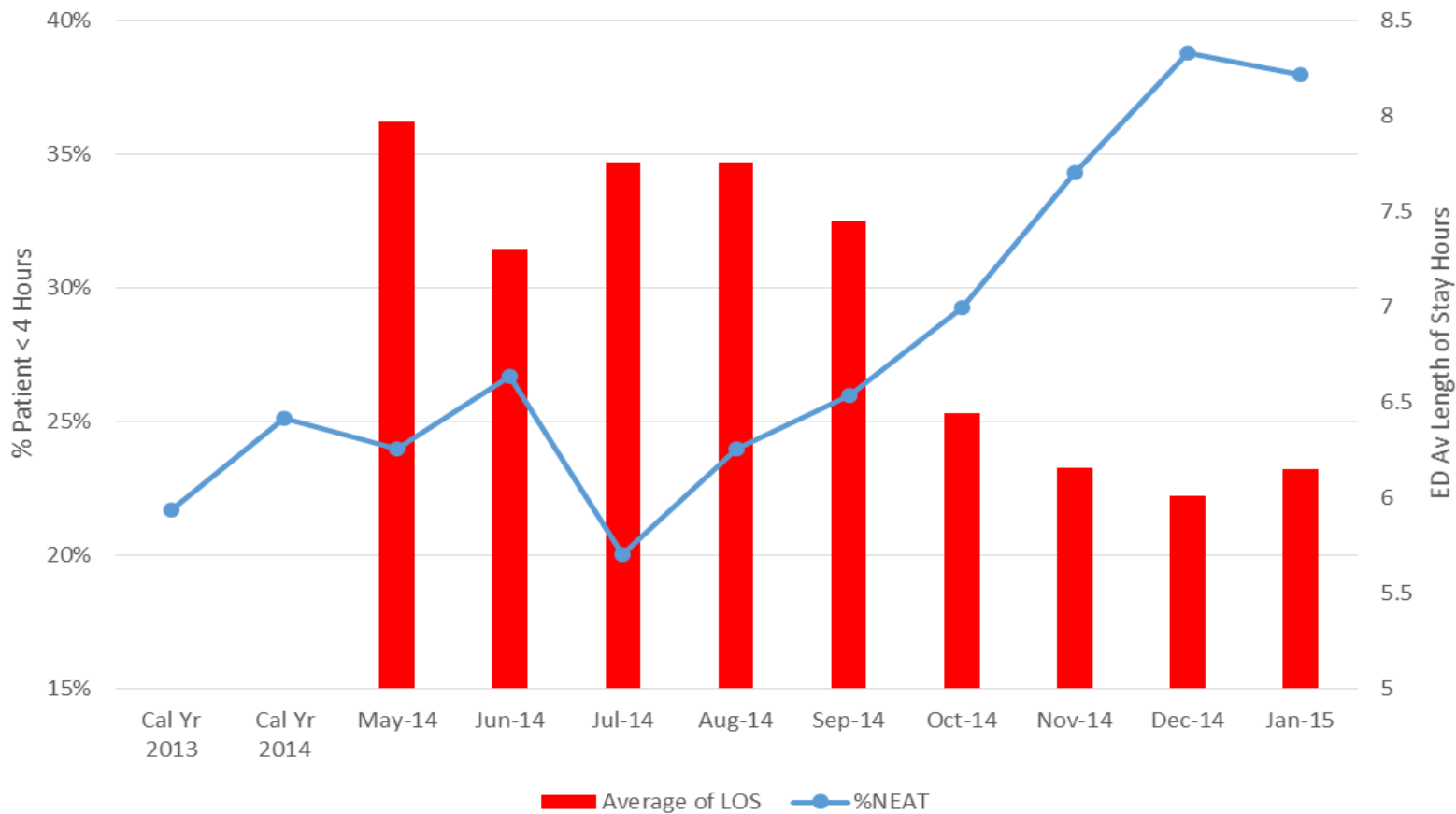
- **Care Coordination:** we have become more structured at assisting patient's through the system to prevent delays
- **Standardised practice:** promote best practice to lock in expected outcomes.
- **Variation management:** smooth the peaks and troughs to distribute the load.
- **Demand escalation:** and capacity planning- Organising our service to build capacity early.
- **Quality:** Structuring systems around expected outcomes.
- **Governance:** Transparent accountable leadership.



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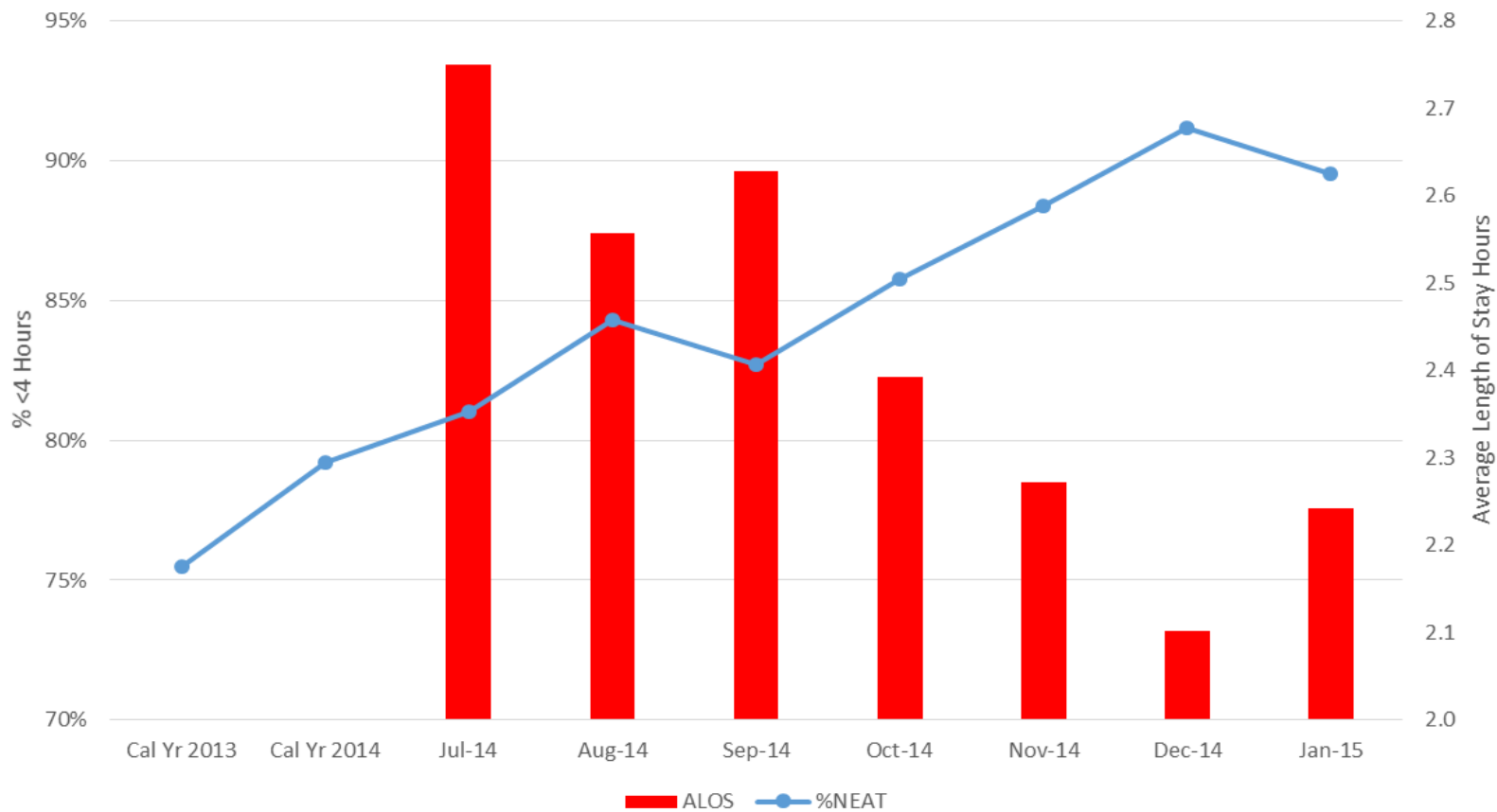
# Wagga Wagga Health Service

WWBH Admitted patient - NEAT and ED LOS



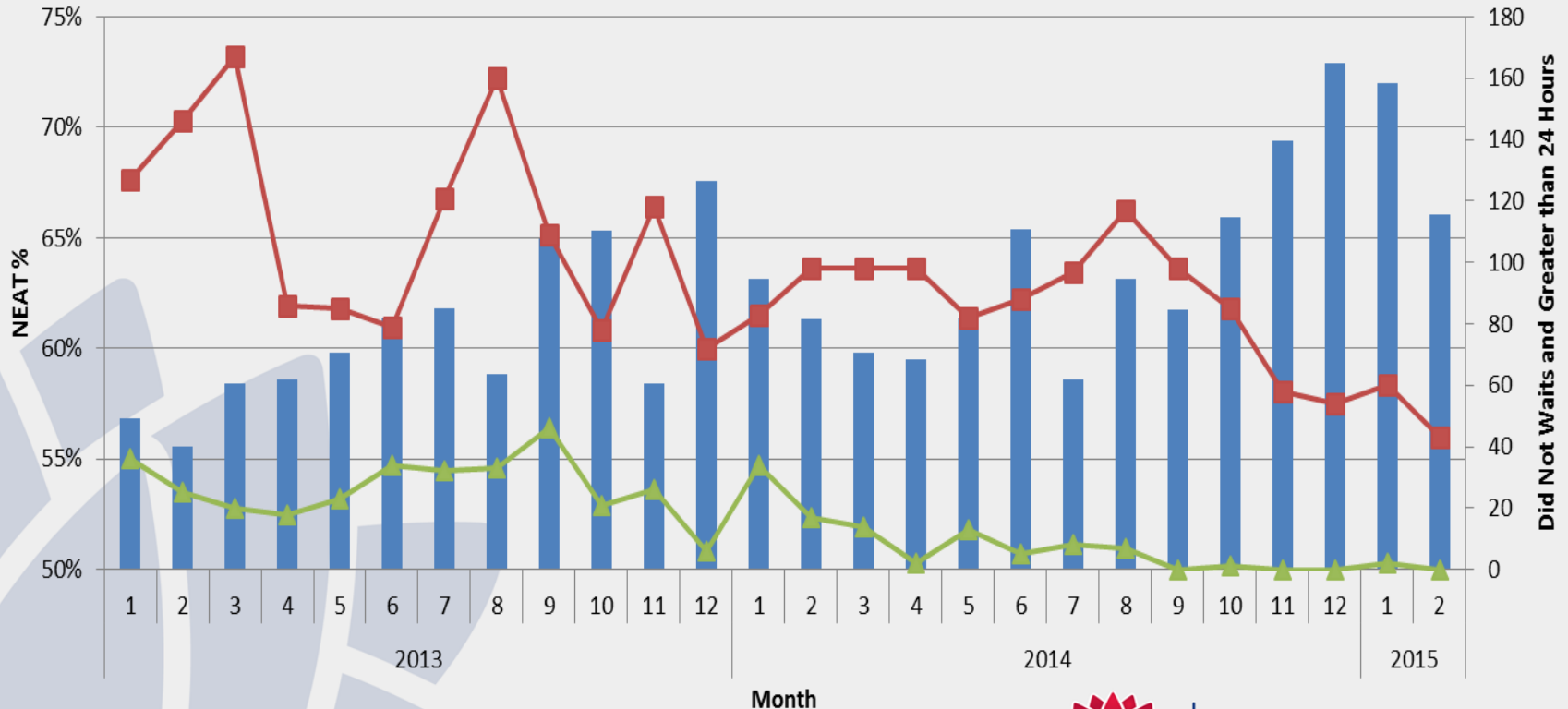
# Wagga Wagga Health Service

WWBH Non-admitted patient - NEAT and ED LOS



# Wagga Wagga Health Service

## WWBH NEAT and other ED indicators 2013 - Current



■ Neat %    
 —■— Sum of DidNotWait    
 —▲— Sum of Greater 24



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