

# Non-Emergency Patient Transport

Winter 2016

# Focus for 2016



Establishment of  
single fleet



Demand Escalation  
Framework



Risk Stratification  
Tool for IHT with  
differing MROs



Regional Satellite  
Transition



NEPT/EPJB  
integration



Transport Demand Planning  
Interval (TDPI)

# NEPT/ EPJB integration

24hrs Count  
0 8

Discharge Target 3

Last Refreshed: 05-02-2016 16

NEPT	W4W	Falls	CLD	ISH	Non Clinical Note

**Request Date/Time:** 05-02-2016 13:00  
**To:** HUNTER VALLEY PVT HOSP, SHORTLAND  
**Booking ID:** 552027  
**Status:** At Pickup  
**Planned Pick-up:** 05-02-2016 13:21  
**Planned Drop-off:** 05-02-2016 16:09  
**Booked By:** ROSELYN  
**Reason:** Inter Hosp Transfer (IHT) for Post Specialist Care

Status description	Colour
Not planned	Red
Planned	White
Confirm by crew	Yellow
En route to pick up	Orange
Picking up	Light Blue
Driving to destination	Dark Blue
Finished	Green

## Key features

- View NEPT status and details in real time
- Both NEPT columns are optional on Patient Journey Board
- NEPT status will have 'hover over' enabled, displaying the details
- Status is colour coded for easy interpretation

# NEPT Demand Escalation Matrix

	BAU	Demand Level 1	Demand Level 2	Demand Level 3
Vehicle utilisation by time of day	60% vehicle utilisation: 6:00 – 8:00 70% vehicle utilisation: 9:00 – 11:00 83% vehicle utilisation: 12:00 - 14:00 90% vehicle utilisation: 15:00 - 17:00 95% vehicle utilisation: 18:00 – 20:00 97% vehicle utilisation: 21:00 – 00:00	65% vehicle utilisation: 6:00 – 8:00 75% vehicle utilisation: 09:00 – 11:00 88% vehicle utilisation: 12:00 - 14:00 95% vehicle utilisation: 15:00 - 17:00 97% vehicle utilisation: 18:00 – 20:00 > 97% vehicle utilisation: 21:00 – 00:00	70% vehicle utilisation: 6:00 – 8:00 80% vehicle utilisation: 09:00 – 11:00 92% vehicle utilisation: 12:00 - 14:00 97% vehicle utilisation: 15:00 - 17:00 >97% vehicle utilisation: 18:00 – 20:00	75% vehicle utilisation: 6:00 – 8:00 85% vehicle utilisation: 9:00 – 11:00 97% vehicle utilisation: 12:00 - 14:00 >97% vehicle utilisation: 15:00 - 17:00
Unplanned transfers	<7	7 – 15	15-20	>20
Timeliness of Service	20%	30%	40%	>50%
No of dispatch boards	Nil	1 Board	2 Boards	3 Boards



# NEPT Demand Escalation Framework (STEP)

	Description	Action	Position Responsible	Time Frame for completion of actions	Greater Metropolitan Booking Hub Management
0	Adequate capacity to sustain core business; patient flow systems functioning and maintaining performance	<ol style="list-style-type: none"> <li>Effectively coordinate the transport of non-emergency patients and movement of resources across the geographical area mindful of any escalating patient flow issues.</li> <li>Maintain contact with facility Patient Flow teams, Transit Lounge and Dialysis Unit staff</li> </ol>	<ol style="list-style-type: none"> <li>GMBH B&amp;S Officer</li> <li>NEPT Duty Manager</li> </ol>	Ongoing	
1	Moderate compromise to core business activities as identified by Demand or Capacity mismatch triggers; Thresholds breached.	<ol style="list-style-type: none"> <li>Activate DEFCON 1 in NEPT CAD</li> <li>Escalate to GMBH management team via SMS</li> <li>Contact relevant facility Patient Flow Managers to prioritise transport bookings</li> <li>Advise the relevant NEPT Assistant Operational Services Manager (AOM) via SMS of the requirement for 30 minutes crew overtime</li> <li>NEPT AOM to advise NEPT crew of requirement for overtime</li> <li>Review capacity for further community transport bookings</li> <li>Review operating area for all vehicles to assist in meeting demand in identified pressure area</li> <li>Contact relevant facility Patient Flow team and Transit Lounge to ensure patients requiring NEPT are waiting in the Transit Lounge</li> </ol>	<ol style="list-style-type: none"> <li>GMBH TL</li> <li>GMBH TL</li> <li>GMBH TL</li> <li>GMBH TL</li> <li>NEPT AOM</li> <li>GMBH TL</li> <li>GMBH FOC</li> <li>NEPT Duty Manager</li> </ol>	<p>Steps 1-4 within 5 minutes</p> <p>Step 5-7 within 20 minutes</p>	
2	Severe compromise to core business activities as identified by Demand or Capacity mismatch triggers; Disruption intensified.	<ol style="list-style-type: none"> <li>Activate DEFCON 2 in NEPT CAD</li> <li>Escalate to GMBH management team via SMS</li> <li>Contact relevant Patient Flow Managers to advise of limited capacity for further bookings</li> <li>Advise the relevant NEPT AOM via SMS of the requirement for 60 minutes crew overtime</li> <li>NEPT AOM to advise NEPT crew of requirement for overtime</li> <li>Contact deployment coordinator to request additional casual crew to create surge capacity</li> <li>Review scheduling of same day bookings for community patient appointments and postpone appropriate bookings</li> <li>Review capacity for further private hospital transport bookings</li> <li>Further review of operating areas for all vehicles to assist in meeting demand in identified pressure areas</li> <li>Maintain contact with relevant Patient Flow teams and Transit Lounge staff</li> <li>Contact NEPT crew located in relevant geographic area to notify of peak in demand for service</li> </ol>	<ol style="list-style-type: none"> <li>GMBH TL</li> <li>GMBH TL</li> <li>GMBH TL</li> <li>GMBH TL</li> <li>GMBH TL</li> <li>GMBH FOC</li> <li>GMBH FOC</li> <li>GMBH TL</li> <li>GMBH TL</li> <li>NEPT Duty Manager</li> <li>NEPT Duty Manager</li> </ol>	<p>Steps 1-5 within 5 minutes</p> <p>Step 6-10 within 30 minutes</p>	<ol style="list-style-type: none"> <li>GMBH/on call Manager to notify the State Manager NEPT of escalation to Demand Level 2</li> </ol>
3	Extreme compromise to core business activities. All contingencies fully operational.	<ol style="list-style-type: none"> <li>Activate DEFCON 3 in NEPT CAD</li> <li>Escalate to GMBH management team via SMS.</li> <li>Contact relevant patient Flow managers to advise no further capacity for waitlist charges</li> <li>Advise the relevant NEPT Assistant Operational Services Manager via SMS of the requirement for 90 minutes crew overtime.</li> <li>NEPT AOM to advise NEPT crew of requirement for overtime</li> <li>No further public hospital ward discharge bookings accepted.</li> <li>NEPT Duty Manager to undertake transportation of suitable ambulant patients</li> </ol>	<ol style="list-style-type: none"> <li>GMBH TL</li> <li>GMBH TL</li> <li>GMBH TL</li> <li>GMBH TL</li> <li>NEPT AOM</li> <li>GMBH TL</li> <li>NEPT Duty Manager</li> </ol>	<p>Steps 1-6 Within 15 minutes</p>	<ol style="list-style-type: none"> <li>GMBH/on call Manager to notify the State Manager, NEPT of escalation to Demand Level 3</li> <li>State Manager NEPT to escalate to LHD and MoH as appropriate.</li> </ol>

# QlikView Dashboard – LHD Demand Level

Based on metrics around demand and capacity triggers

Recommended DMP: 1

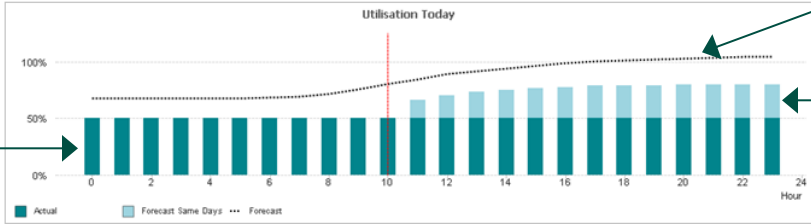
DMP Level: 1 2 3

Utilisation: 53.4%

Timeliness: 13.7%

Unplanned: 0

Forecast demand based on previous 5 weeks



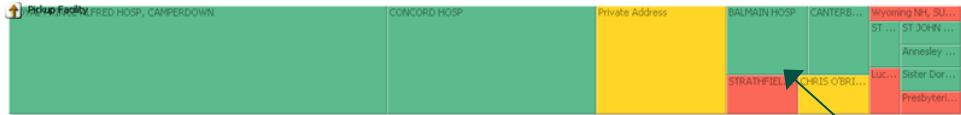
Utilisation Trend

# Transfers Trend

Predicted same day bookings

The Week Ahead

Actual current demand



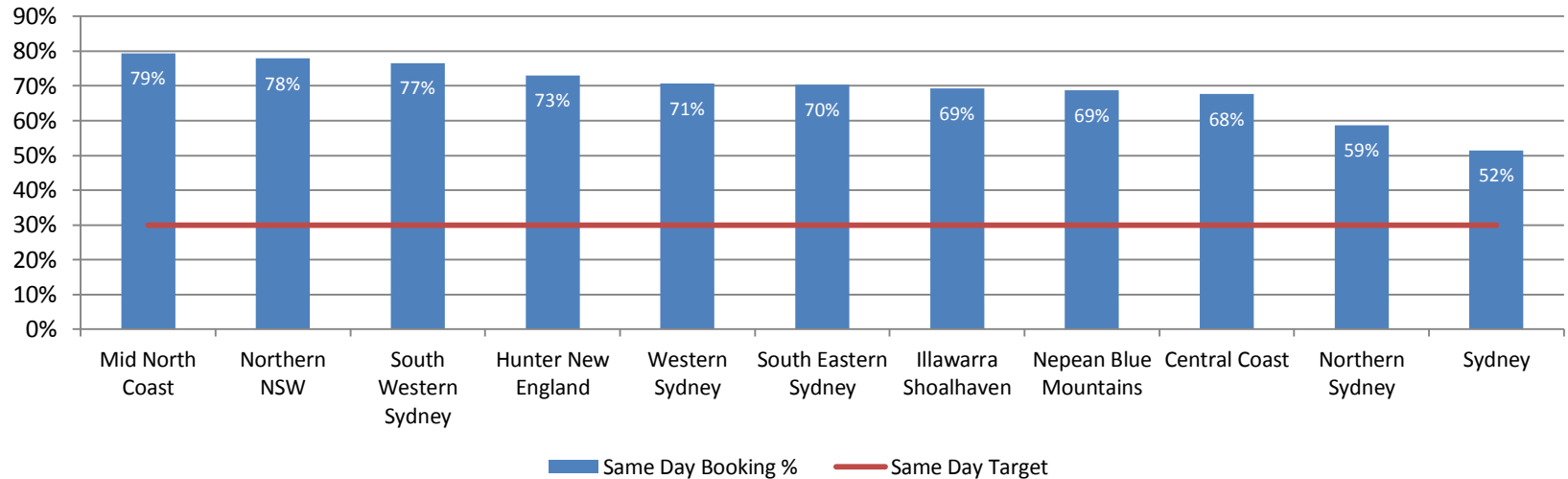
Current demand by LHD  
Size of box = proportion of total demand

Transport Type	KPI (mins)	Timeliness	Completed	Pending	Avg Delay (hh:mm)	Max Delay (hh:mm)
(IHT) for Post Specialist Care	240	18%	72	-	1:47	7:17
(IHT) for Specialist Care	120	0%	20	-	3:29	7:17
Appointment	15	87%	6	1	1:39	1:39
Dialysis In	30	18%	7	7	0:31	1:29
Dialysis Out	60	31%	15	-	0:31	1:15
ED Discharge	90	15%	4	1	1:10	5:42
New Nursing Home Admission	0	-	4	-	1:54	2:56
Other Discharge	240	2%	10	-	1:40	4:33

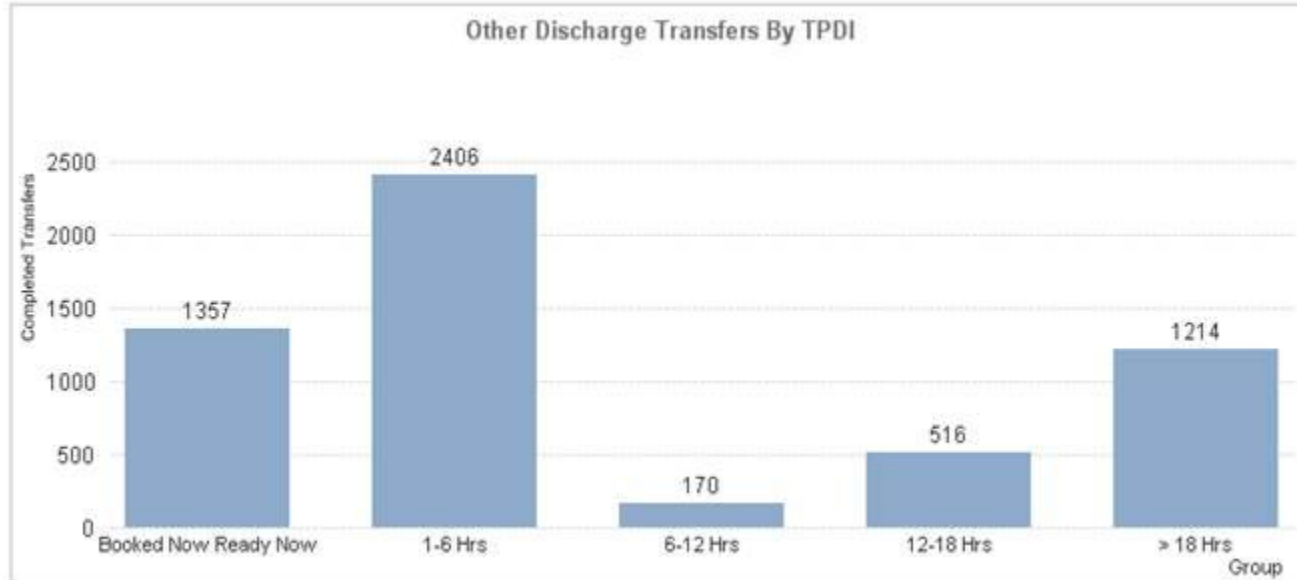
Timeliness for all transfer types for all of LHD

# Transport Demand Planning Interval (TDPI)

Same Day Booking % for Other Discharges

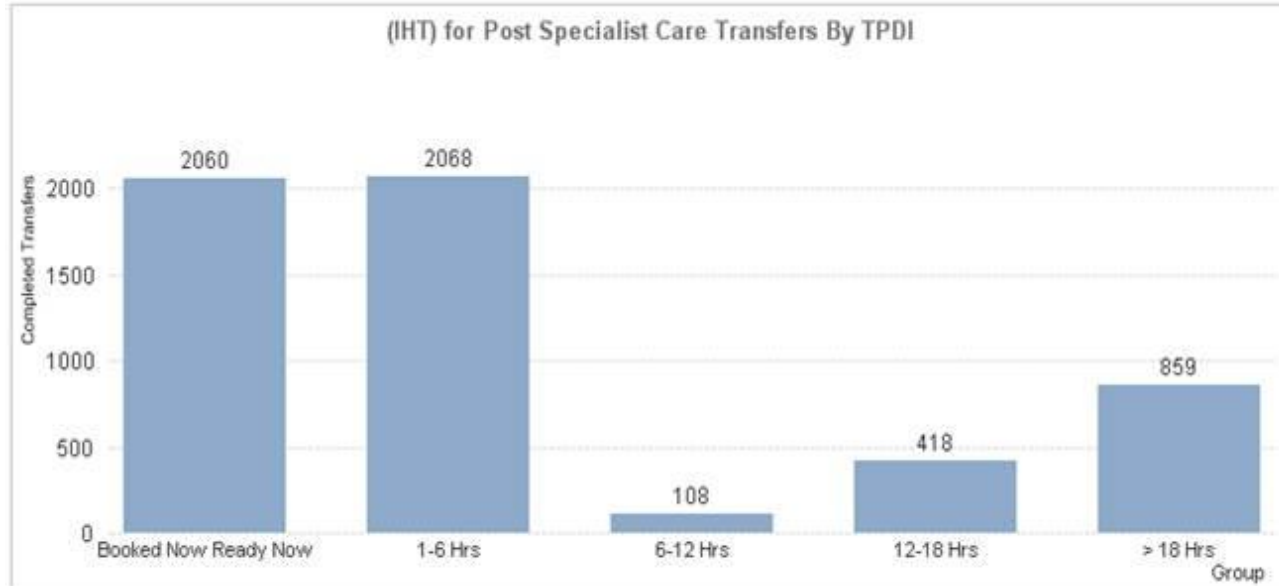


# Transport Demand Planning Interval (TDPI) Ward Discharge

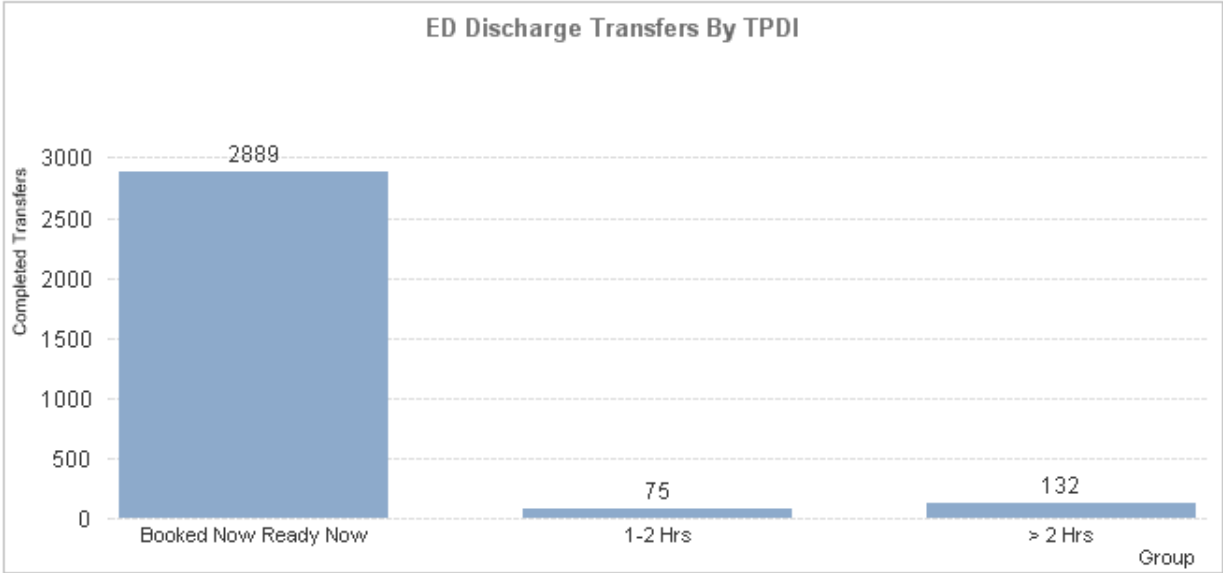




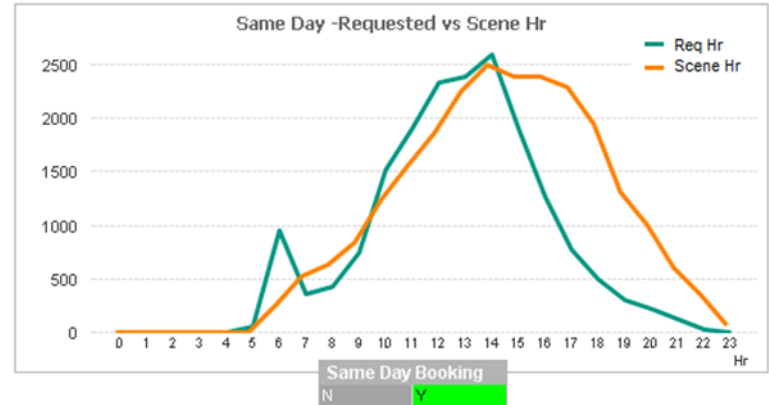
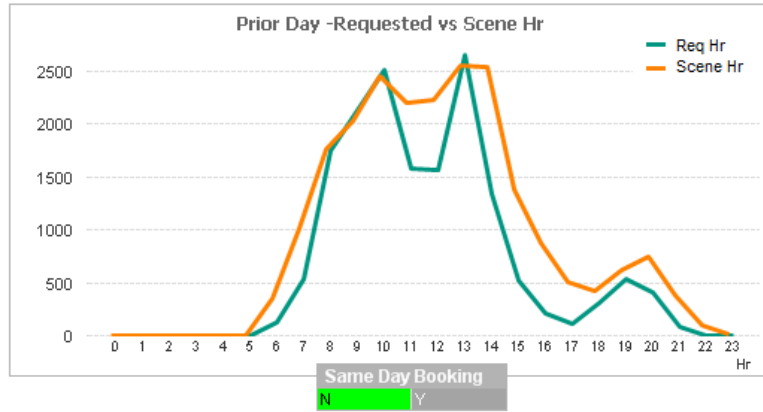
# Transport Demand Planning Interval (TDPI) Post Specialist Care



# Transport Demand Planning Interval (TDPI) ED Discharge



# Benefits of improving TDPI – timeliness



# NON EMERGENCY PATIENT TRANSPORT

NEPT



Plan ahead



Book early



Book online

Patients must be medically unsuitable for community, public or private transport to use NEPT.

[www.health.nsw.gov.au/nept](http://www.health.nsw.gov.au/nept)