

Transfer of Care (ToC) Pilot

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Health
Sydney
Local Health District

ToC Overview

- On 17 August 2015, in partnership with Ambulance NSW, SLHD commenced a 10-week pilot program in the Emergency Department at Royal Prince Alfred Hospital (RPA) which later extended to Canterbury and Concord Hospitals.
- The aim of the pilot program was to improve the release time of ambulances from the Emergency Department (ED) and therefore increase their capacity to respond to patients waiting at home or in the community for emergency care.



ToC Overview

- The pilot program involved the deployment of an RPA “ToC Team” of emergency trained and highly skilled Registered Nurses. The ToC Team accepts clinical handover from ambulance officers of patients who are unable to be transferred immediately to the ED at periods of high demand so that the ambulance officers can be released.
- Once activated, the ToC Team commences appropriate assessment, monitoring, observation and intervention for the patient in the ED until a bed becomes available. The pilot excludes patients in life threatening situations and children (<16 years).



ToC Overview

- The ToC Team nursing roster has been formulated to meet predictable periods of high demand. As a contingency, at times of increased ambulance arrivals, the Clinical Initiatives Nurse and/or Clinical Nurse Educators in the wards (contactable by pagers) are deployed to the ED to provide assistance for short periods.
- Protocols for observation, documentation, escalation and handover were developed to support the program and daily debriefs occurred with RPA clinicians, SLHD Executive, and the Ambulance NSW reviewing any issues.



ToC Results

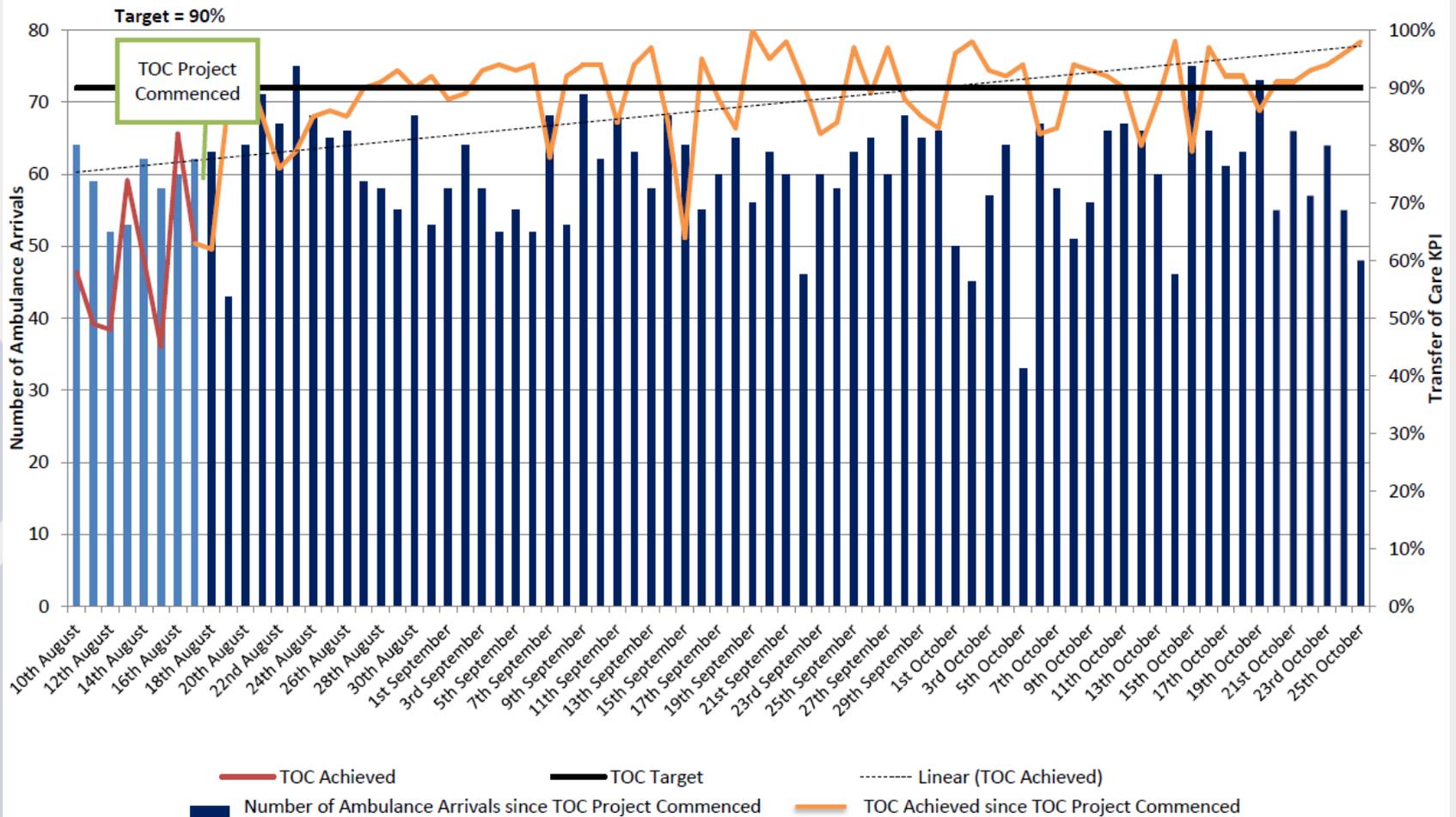
- Since commencing the pilot program, RPA has sustained high ToC performance since demonstrating a marked improvement from early August results
- RPA ToC performance on 3 August 2015 was only 48%.
- For the period 24 August to 27 September 2015, the average ToC for RPA was 90% in 2015, compared to 65% in 2014.
- Over the duration of the pilot, over 2,100 paramedic hours (262 working days) were saved at RPA.



ToC Performance

Transfer of Care Performance

Data Source: Transfer of Care Website



Next steps

- The nursing ToC has now been incorporated into our routine ED operations.
- The evaluation period is complete and the ToC pilot Evaluation Committee met last week to refine the evaluation framework.
- The Committee includes representatives from SLHD, NSW Ambulance, and the NSW Nurses and Midwives Association.
- There has been very positive feedback in relation to the pilot from both staff at Ambulance NSW and staff within the District.



Next steps

- The ToC initiative is part of a suite of strategies that SLHD employs to manage patient flows and demand across the District which focus on patient and family centred care:
 - Clinical Initiatives Nurse located in the ED 24/7 who is able to communicate with the ToC Team and to provide regular updates to families and loved ones in the ED waiting room;
 - Volunteers conducting rounds in the ED to provide tea, coffee and sandwiches to family and carers in the waiting room;
 - Provision of information on local services in the area for families and carers; and,
 - General refurbishment of waiting areas within the ED, including installation of water cooler and televisions



End

Thank you and Questions?



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