

A health care system to meet our needs

The Power of Innovation

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Health

Our Innovation: How We Improved Care/Services

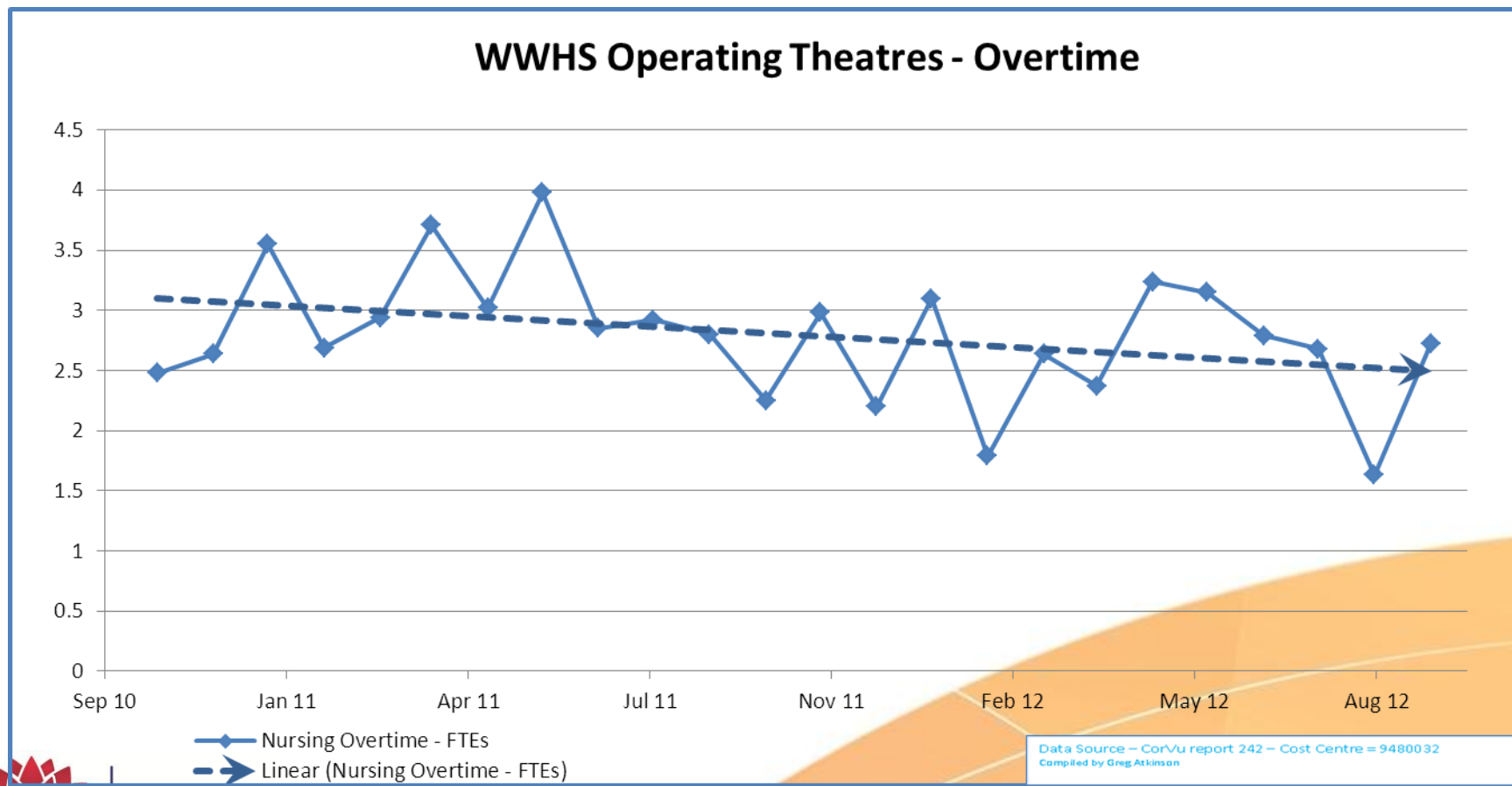
- Wagga Wagga Health Service established a Consultant led Rural model of care to manage General Surgical Emergency Patients.
- The Acute Surgical Unit is staffed by the On Call VMO General Surgeon, the ASU Registrar, and the ASU CNC, the team is on site during daylight hours.

Our Innovation: How We Improved Care/Services

- An allocated ASU operating session of 4 hours is exclusively available to the ASU team every afternoon
- Grand rounds are held each morning: emergency patients are seen, discharges are managed, referrals attended, theatre cases are arranged for PM sessions

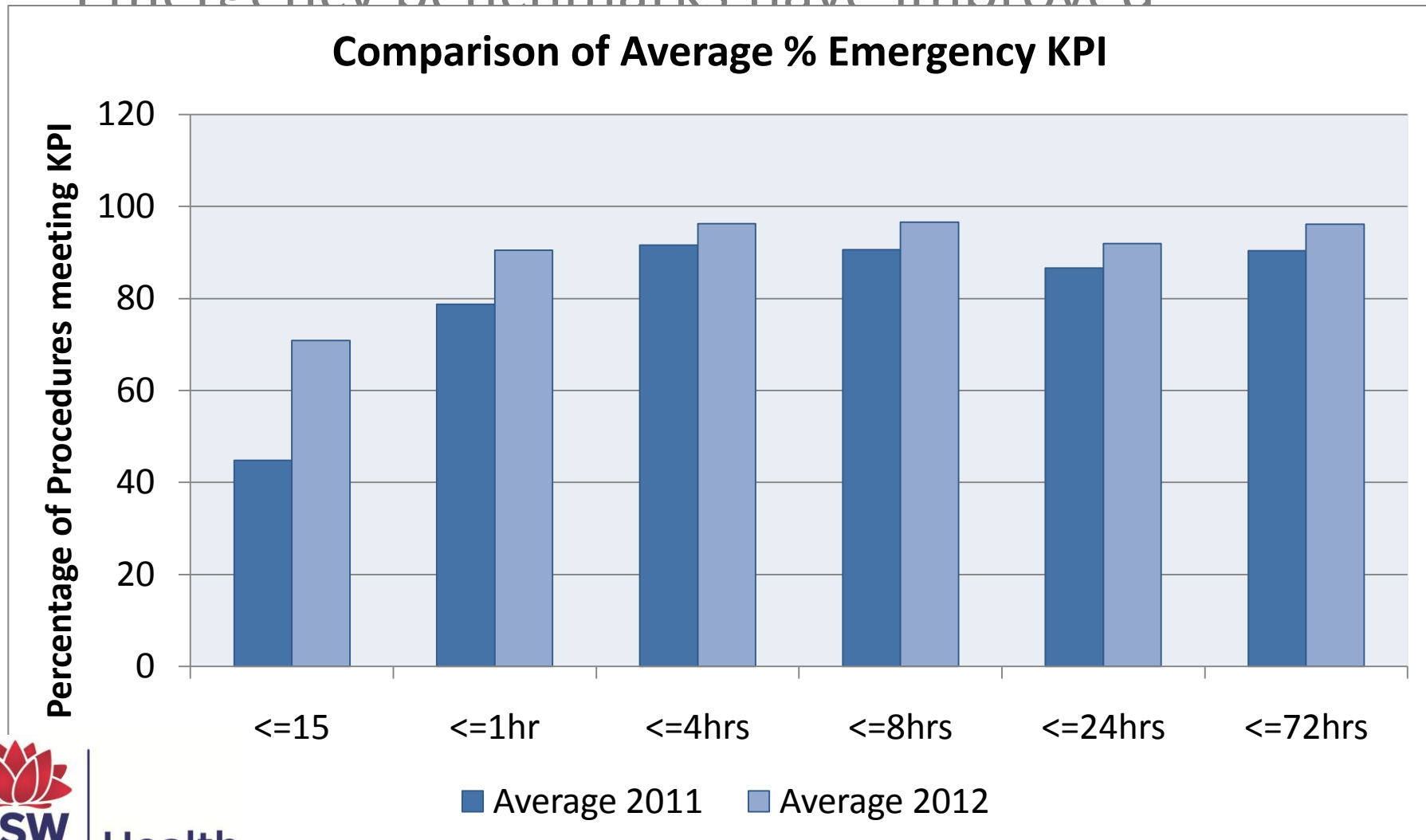
Our Innovation: How We Improved Care/Services

- Theatre Overtime has reduced



Our Innovation: How We Improved Care/Services

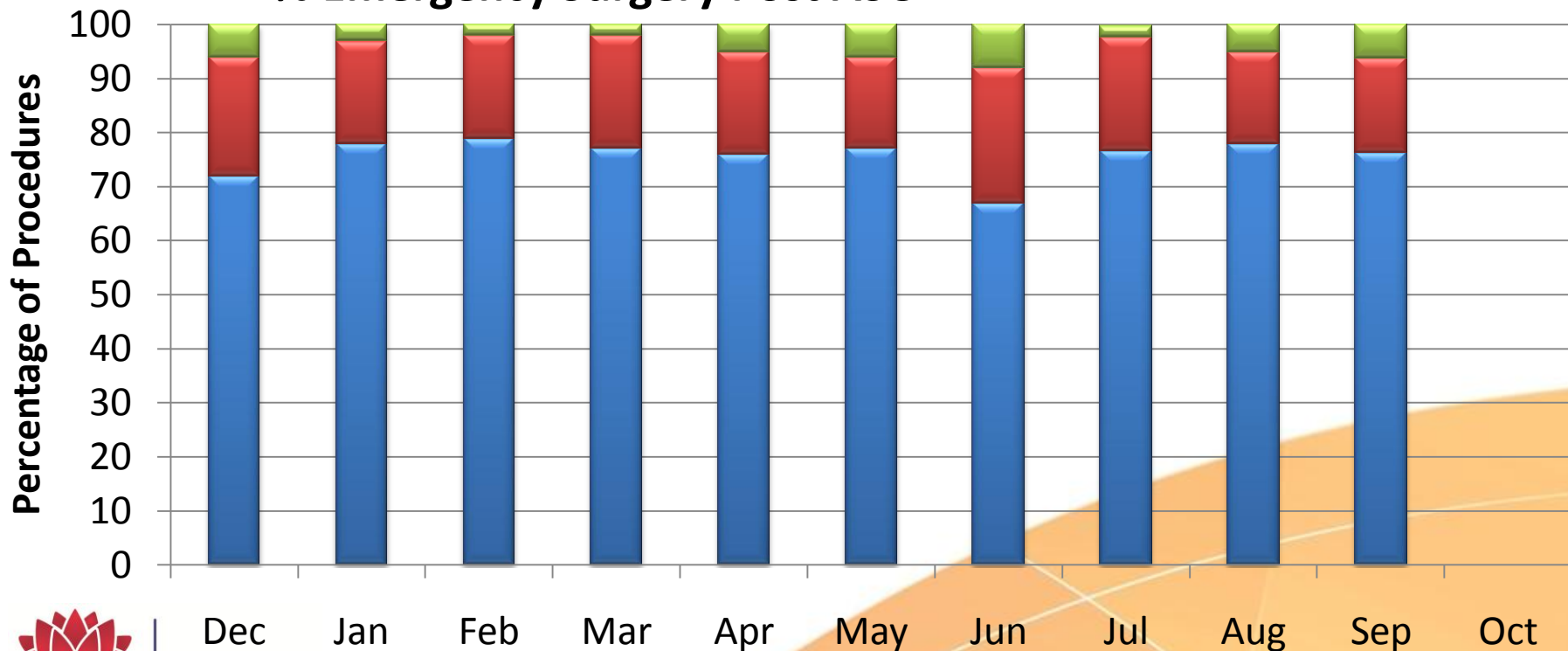
- Emergency benchmarks have improved



Our Innovation: How We Improved Care/Services

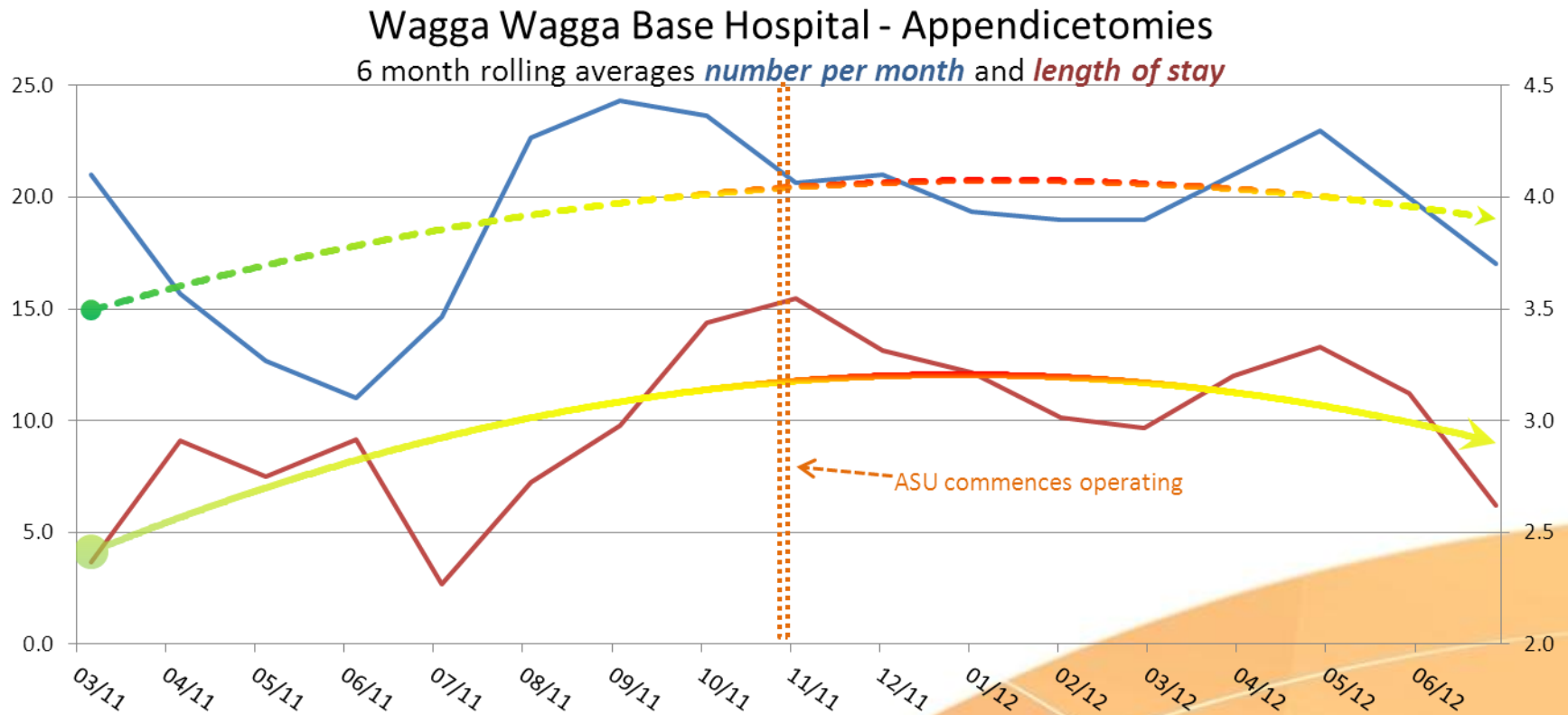
- General Surgery operating hours has shifted to daylight hours

% Emergency Surgery Post ASU



Our Innovation: How We Improved Care/Services

- LOS Appendix trending downwards



Health

— Rolling 3 Month average Appendicetomies — Rolling 3 Month Appendicetomy LOS
●→ Poly. (Rolling 3 Month average Appendicetomies) ●→ Poly. (Rolling 3 Month Appendicetomy LOS)

Our Innovation: How We Improved Care/Services

- Acute Cholecystitis patients treated in more timely manner – not added to waiting list
- Improved supervision of Registrars and JMO's
- Improved supervision of post op clinics
- ? Reduction in costs of imaging and pathology

Our Inspiration: The Start of the Journey

- First discussed strategies to meet Elective Surgery benchmarks and Emergency Surgery Guidelines with Surgeons via local Theatre Management Group Meeting
- WWHS Executive, Perioperative Nurse Manager and General Surgeons began series of meetings to discuss
- Funding was sourced from MOH for VMO payments, CNC, Data Manager and Clerical Assistant.

Our Inspiration: The Start of the Journey

- WWHS Steering Committee established - WWHS Executive, Perioperative Nurse Manager.
- Logistics, rules and infrastructure confirmed eg office space, recruitment of team, business rules, Doctors contracts and payment
- WWHS DMS met separately with VMO Surgeons to establish contracts and business rules.
- Perioperative Nurse Manager attended National Conference on Emergency Surgery.

Our Inspiration: The Start of the Journey

- Other ASU's contacted to learn about their model of care eg POW and Nepean
- It was decided to start the ASU Nov 2011 without the CNC recruited as there was no point delaying when surgeons were ready, the unit will evolve.
- CNC commenced Dec 2012, began by attending Redesign School for one week and to POW and Nepean for 1 week to work with established ASU's.



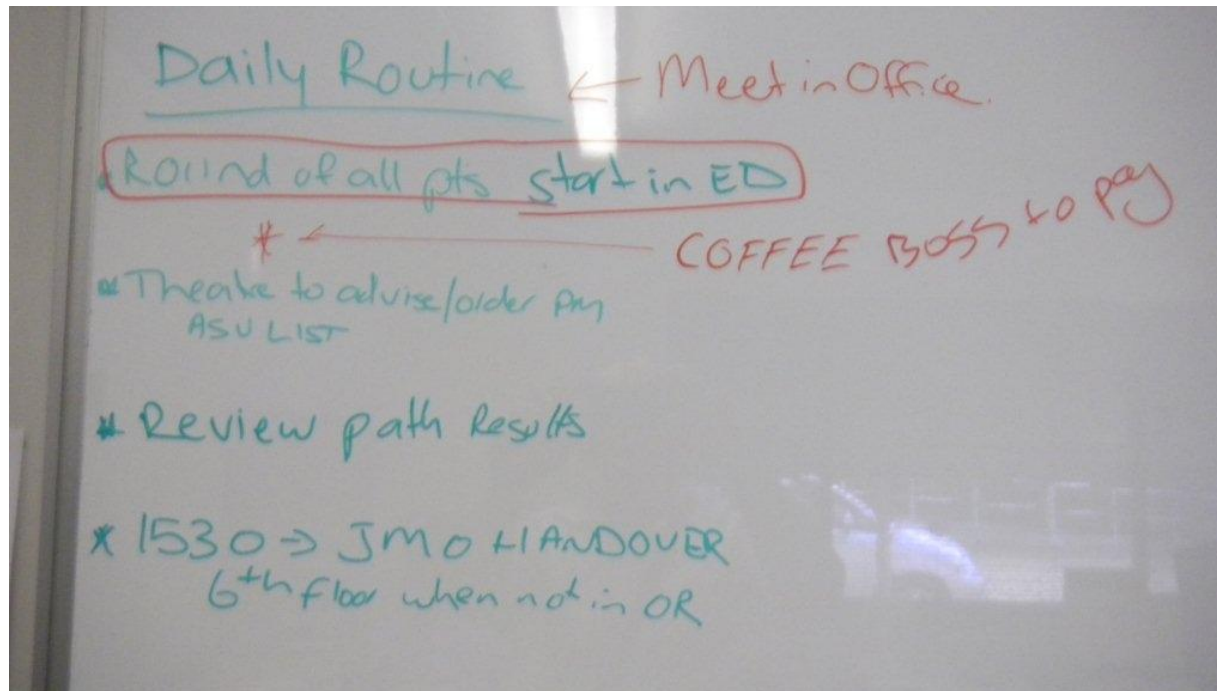
Our Inspiration: The Start of the Journey

- First week
 - 1st on call VMO was a locum General Surgeon from POW
 - Office:



Our Idea Comes to Life

- ASU Registrar commenced Jan 2012
- Daily Routine established



Our Idea Comes to Life

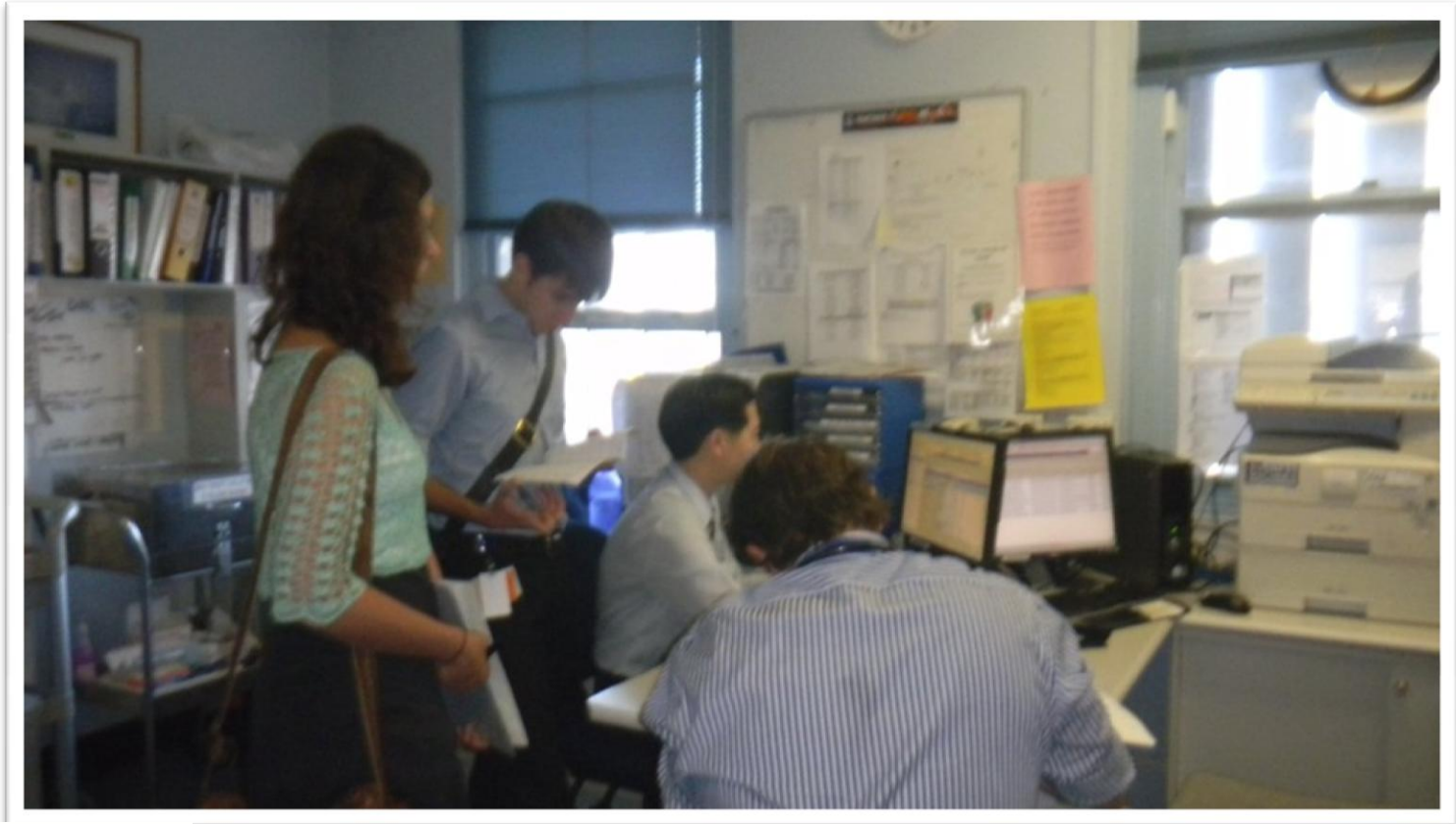
- Series of In-service's conducted



- Meet with Radiology
- Recruitment of Clerical Support and Data Manager

Our Idea Comes to Life

- First designated ASU team – ward round



Our Idea Comes to Life

- Organising the theatre list



Our Insights: What We Have Learned

- Change is possible



Our Insights: What We Have Learned

- Appoint the right people for the right job



Our Insights: What We Have Learned

- Visit an existing model of care



- Organise any database requirements prior



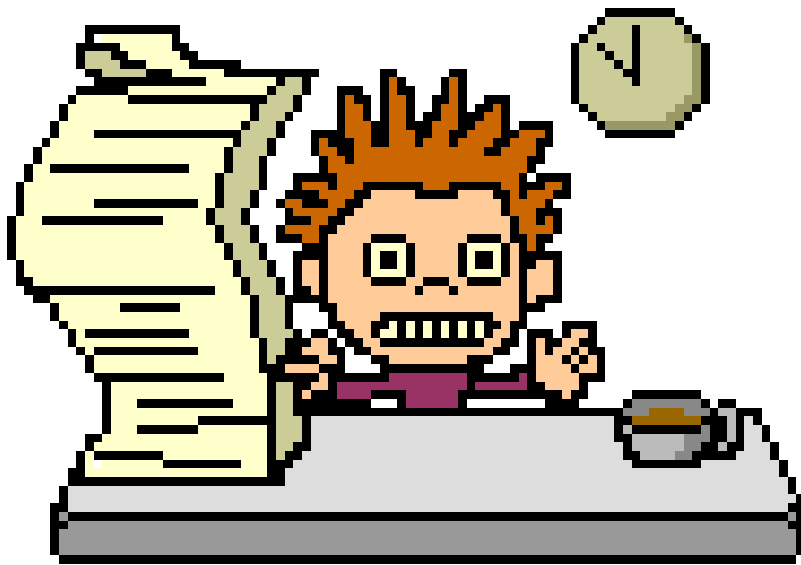
Our Insights: What We Have Learned

- Good Communication
- Importance of liaising with all key stakeholders



Our Insights: What We Have Learned

- Consider the workload impact



Our Insights: What We Have Learned

- Regular Review:
 - ED
 - Wards
 - Patient Satisfaction surveys
 - Staff Surveys
 - Monthly ASU Meeting
 - Surgeon Review – Nov 2012



Our Insights: What We Have Learned

- Maintain a sense of humour and take nothing personally!

