

# NEPT Update

June 2016

# 2016 Winter Planning



Establishment of single, standardised NEPT fleet in hubs



Additional recruitment of casual staff for surge capacity (nurse & PTOs)



Demand Escalation Framework



Risk Stratification Tool for IHT with differing MROs



Update of Care Coordination Policy



Patient Journey Board integration

# Fleet transition update



- Transition of patient transport officers (PTOs) and drivers from NSW Ambulance 'green fleet' and all LHDs now complete.



- Nursing staff will also transition. Current consultation with NSWNA. All nursing staff expected to have transitioned by end May 2016



- New dedicated NEPT facilities to be established in Liverpool (Prestons), Blacktown (Kings Park), North Ryde and Lewisham (yet to be realised).



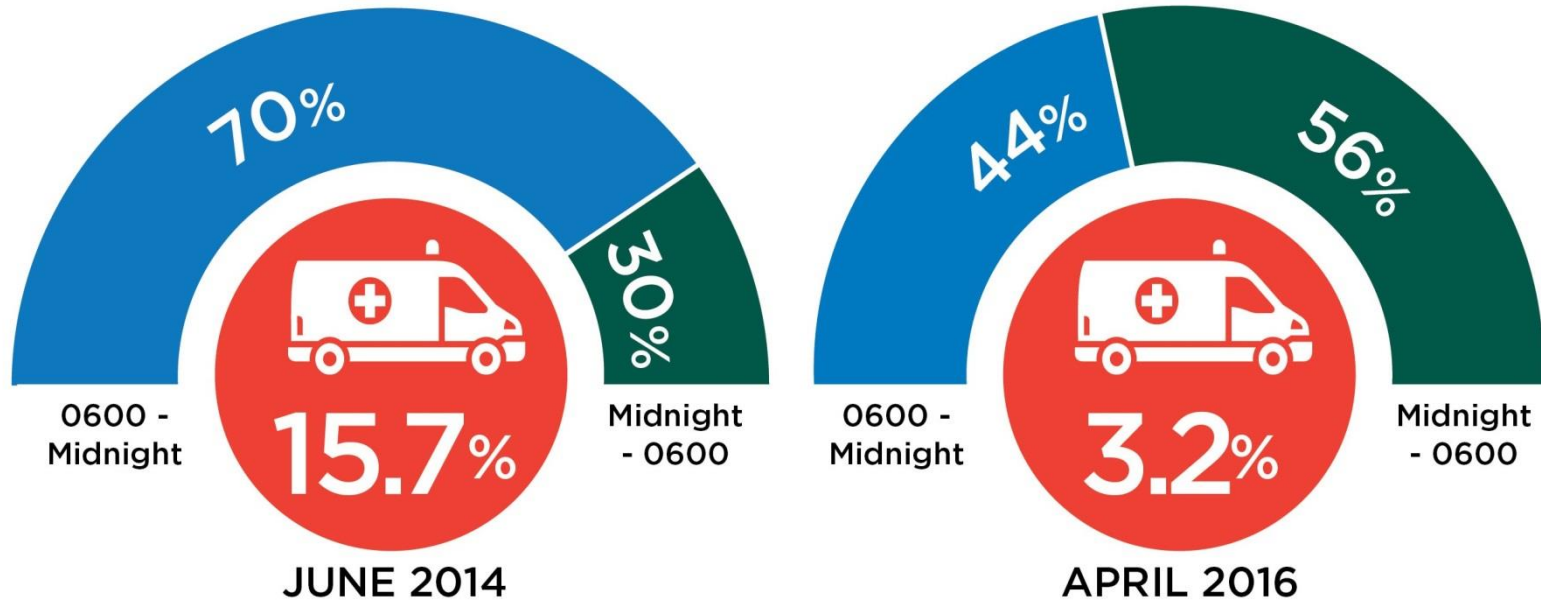
- Consultation continues with Health Services Union and NSW Nurses and Midwives' Association. Outstanding issues include back-to-base meal breaks



- Work has commenced on standardising of equipment and fleet to ensure greater flexibility across the network.

# Service delivery benefits – red fleet

% of NEPT work done by ANSW



# Same day bookings – all transport types

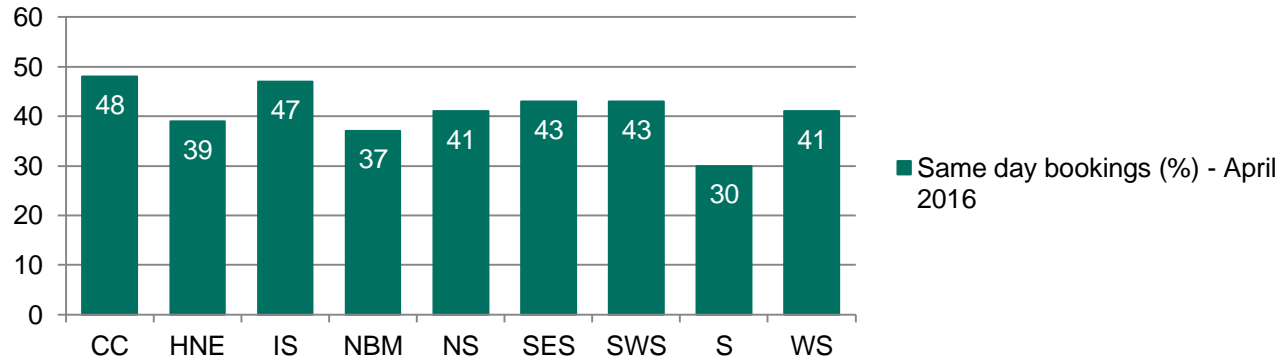
41%

REQUESTED ON THE  
SAME DAY  
(APRIL 2016)

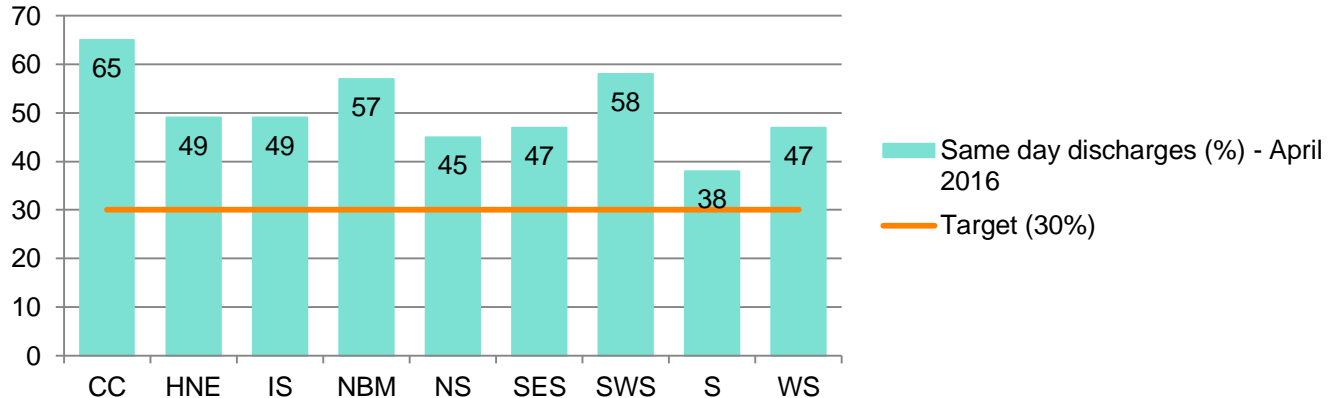
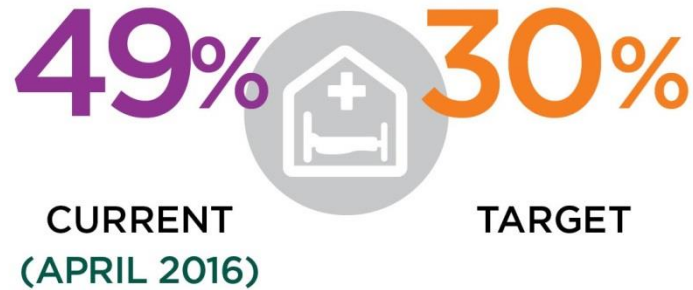
59%

REQUESTED WITHIN  
ONE HOUR  
(APRIL 2016)

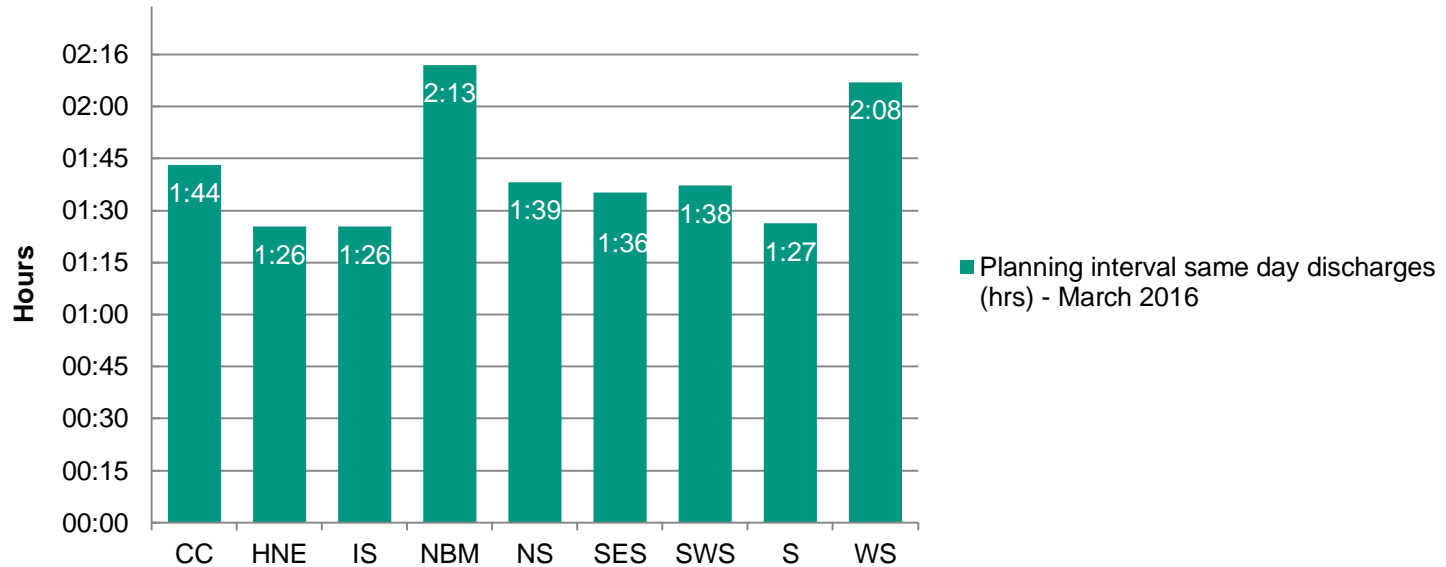
## Same day bookings (%) - April 2016

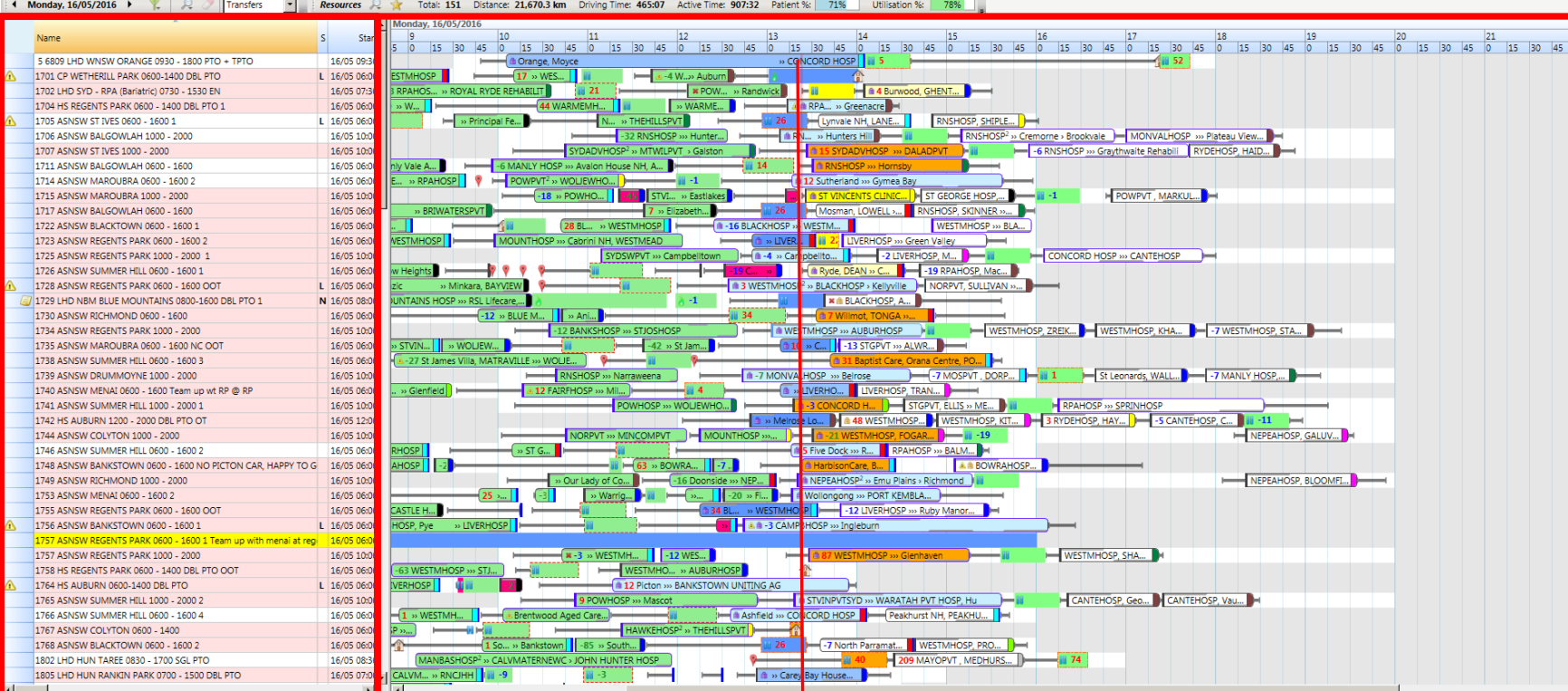


# Same day other discharges (Non-ED)



# Planning interval for same day bookings (other discharges)





Transfers Total: 753 Planned: 736 Unplanned: 17 Completed: 378 Dispatch areas: Central Metro Board, Northern Metro Board, Western Metro Board

ID	Pick-up	Patient	Pick-up Location
655013	16/05 09:50 - 12:00		DUBBO BASE HOSP
18296/655146	16/05 09:50 - 12:00		MUDGEHOSP
655634	16/05 10:50 - 15:00		JOHN HUNTER HOSP, NEWCA
655771	16/05 11:00 - 13:10		DUBBO BASE HOSP
655777	16/05 11:02 - 15:12		LINGARD PVT HOSP, MEREWI
655873	16/05 11:30 - 13:40		BATHURST HOSP, ACCIDENT
654339	16/05 11:50 - 16:00		JOHN HUNTER HOSP, NEWCA
655953	16/05 11:53 - 16:03		MANNING BASE HOSP, TAREE
655970	16/05 12:20 - 16:30		505 30 Rinders St, Darlinghurst
656022	16/05 13:10 - 15:20		LITHGOW HOSP
656131	16/05 13:10 - 15:20		MOUNT DRUITT HOSP, Accid
656071	16/05 13:35 - 17:45		MANNING BASE HOSP, TAREE
17449/613081	16/05 13:50 - 14:45		ROYAL NORTH SHORE HOSP,



# NEPT/PFP integration (EPJB)

NEPT For any issues please contact the Statewide Service Desk on 1300 285 533

d:	6	Waiting (in ED) for bed	3-4hrs	>4hrs	>24hrs	Count	Discharge Target	0	
ward:	46	Total	View	0	21	4	22		Last Refreshed: 16-05-2016 13:35

Mobility	Falls	Phys	OT	Referrals	Non Clinical Notes	NEPT	NEPT Details
					ophthalmology appt. 11/5		
							Planned - Pick-up 16-05-16 14:00
							Planned - Pick-up 16-05-16 14:53
Device + 1 As...		IP	R	O:SW			
Device + 1 As...		R		N:D/C			

Background colour in cell changes based on NEPT Status

# NEPT/PFP integration (EPJB)

CBE_14	⚠	008	📞		22-05-16	5	8	Ramakrishn...	General Med
CBE_15		011	📞		20-05-16	19	20	Greenstein, J	Renal Medic
CBE_16	⚠	043	📞		16-05-16	4	5	Chowdhury, S	Renal Medic
CBE_17					10-07-16	0	0	Kohlhagen, J	Renal Medic
CBE_18					23-05-16	1	2	Grillas, A	Gastroenter
CBE_19		012	📞		22-05-16	4	5	Marantos, P	General Med
CBE_20		003	📞		12-05-16	6	10	Adams, N	General Med
CBE_21					05-16	11	11	Harvey, L	General Med
CBE_22					05-16	0	8	Murali, K	Renal Medic
CBE_23					05-16	6	9	Mcdonald, J	Gastroenter
CBE_24					05-16	1	2	Aghmesheh,...	Medical Onc
CBE_25	⚠				05-16	6	6	Holt, J	Renal Medic
CBE_26		100	📞		20-05-16	10	14	Presgrave, P	Haematolog
CBE_27		002	📞		20-05-16	13	14	Harvey, L	General Med
CBE_28		986	📞		17-05-16	2	3	Aghmesheh,...	Medical Onc
CBE_29		101	📞		18-05-16	3	7	Crawford, S	Infectious D

NEPT icon located in ID cell

Request Date/Time: 16-05-2016 20:00  
 To: LAWRENCE HARGRAVE PVT HOSP, THIRROUL  
 Booking ID: 656120  
 Status: Planned  
 Planned Pick-up: 16-05-2016 20:53  
 Planned Drop-off: 16-05-2016 21:35  
 Booked By: Susan Srbinovski  
 Reason: Other Discharge

# NEPT/PFP integration (Bed Board)

PatientFlowPortal VS.0.L14740 dmine

Bed Board: Illawarra Shoalhaven | Wollongong Hospital | Select Hospital | PAS eMR NEPT For any issues please contact the Statewide Service Desk on 1300 295 533

Bed Board | Transfers | Bed Management

**Patient Mode** | **Bed Mode** | Last refreshed: 16-05-2016 15:21

**Patient Profile - Wollongong Hospital**

EDD:  | AIO Filter:  | Ward Filter:  |

Filters used: None

Hide wards with no patients  Display ward description

Clear  Expired  Today  Tomorrow

**Ward Profile:** Capacity: 12 / 13 | Open: 12 / 13 | Available: 6 / 6 | Unavailable: 0 / 0 | Surge: 6 / 7 | Closed: 0 / 0

**Filtered Profile:** ED accessible bed occupancy: N/A | Occupancy: 200% | Number of patients: 12 | Bed days to date: 3 | Average LOS: 1.00 | Clinician defined EDD: N/A

**Hospital Profile:** ED accessible bed occupancy: 92% | Occupancy: 90% | Number of patients: 534 | Bed days to date: 7297 | Average LOS: 16.81 | Clinician defined EDD: 98%



**BedBoard Patient List View**

Bed	Suburb	Gen	Age	Medical Officer	MO Specialty	Admission Reason	WLOS	NEPT	NEPT Detail	Actions
SSAV	Belgownie	F	88 yrs	Langford, Clair Elizabeth	Stroke and Neurosciences	delayed stroke	1			IHT   IWT   Admin
SSAV	Figtree	F	47 yrs	Pryor, Richard	Emergency Medicine	Chest pain	0			IHT   IWT   Admin
SSAV	Dapto	F	68 yrs	Harvey, Leonard	General Medicine	bilateral lower leg pain	0			IHT   IWT   Admin
SSAV	Warrawang	M	67 yrs	Pryor, Richard	Emergency Medicine	FALL	0		En Route to Drop off - Pick-up 16-05-16 15:05	IHT   IWT   Admin
SSAV	Mangerton	F	91 yrs	Pryor, Richard	Emergency Medicine	per vagina bleeding	0			IHT   IWT   Admin
SSAV	Dapto	M	66 yrs	Pryor, Richard	Emergency Medicine	chest pain	0			IHT   IWT   Admin
SSAV	Belgownie	F	45 yrs	Pryor, Richard	Emergency Medicine	shortness of breath	0			IHT   IWT   Admin
SSAV	Keiraville	F	85 yrs	Pryor, Richard	Emergency Medicine	respiratory, shortness of breath	0			IHT   IWT   Admin
SSAV	Figtree	F	44 yrs	Pryor, Richard	Emergency Medicine	suicide attempt	0			IHT   IWT   Admin
SSAV	Kiama Downs	M	67 yrs	Pryor, Richard	Emergency Medicine	fall	0			IHT   IWT   Admin
SSAV	Wollongong	M	82 yrs	Pryor, Richard	Emergency Medicine	Haematemesis	0		At Destination - Pick-up 16-05-16 15:04	IHT   IWT   Admin
SSAV	Warrawang	F	36 yrs	Lee, Thomas	Gastroenterology	OVERDOSE	1			IHT   IWT   Admin

# NEPT/PFP integration (Bed Board)

Transfers		Direct Ward Admissions	
Expired	Total	Expired	Total
1	4	2	5

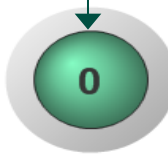
## BedBoard IHT Screen

Current Ward	Urgency	Receiving Dr.	Specialty	Isolation	NEPT Detail	NEPT	Status	
RSHH	Inpatient specialist care 24-72hrs	Marantos, Peter	General Medicine	No	Planned - Drop-off 16-05-16 17:29		+ Confirmed at 16-05-2016--12:37	1d 23h
EURO (Neuro/N)	Return Transfer of Care Post Specialist Care	Fuller, Karen	[Not Specified]	No	Planned - Drop-off 17-05-16 15:22		+ Requested at 16-05-2016--08:51	0d 6h
JSRH	Urgent specialist care < 24hrs	Du, Hong	Paediatrics	No			+ Confirmed at 16-05-2016--12:17	0d 3h
MAUSHH (AMA)	Inpatient specialist care 24-72hrs	Warburton, Pauline	[Not Specified]	No			+ Requested at 13-05-2016--11:54	3d 3h
JSRH	Urgent specialist care < 24hrs	Lee, Thomas	Gastroenterology	No			+ Requested at 16-05-2016--14:24	0d 0h
AW (SAW)	Inpatient specialist care 24-72hrs	McGrath, Robert John	Neurology	No			+ Estimated at 16-05-2016--11:20	0d 3h
IR	Inpatient specialist care 24-72hrs	ED Staff Specialist / Consultant	Psychiatry	No			+ Requested at 09-05-2016--20:50	6d 18h
AR	Inpatient specialist care 24-72hrs	ED Staff Specialist / Consultant	Psychiatry	No			+ Requested at 09-05-2016--20:31	6d 18h

# Demand Escalation – Greater Metro

Based on metrics around demand and capacity triggers

Recommended DEF:



Utilisation:  
70%

Timeliness:  
74%

Unplanned: 16

# Transfers Today

Forecast demand based on previous 5 weeks

Actual current demand

Predicted same day bookings

# Transfers Trend

# Resources Trend

The Week Ahead

Transfers:

Forecast: 677

Actual: 557

Exp Same Day: 90



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

# Demand Escalation – LHD

Recommended DEF:

**3**

Utilisation: 92%

Timeliness: 59%

Unplanned: 1



- # Transfers Trend
- # Resources Trend
- The Week Ahead



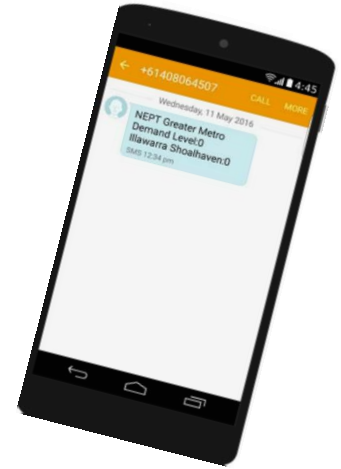
Transport Type	KPI (mins)	Timeliness	Completed	Pending	Avg Delay (hh:mm)	Max Delay (hh:mm)
(IHT) for Post Specialist Care	240	59%	50	36	1:54	10:15
(IHT) for Specialist Care	120	84%	2	4	5:05	10:15
Appointment	15	131%	10	0	0:29	1:21
Dialysis In	30	20%	11	8	0:26	1:29
Dialysis Out	60	75%	5	6	1:36	3:59
ED Discharge	90	57%	1	0	2:43	2:43
New Nursing Home Admission	0	0%	5	0	1:33	4:06
Other Discharge	240	9%	6	6	2:42	7:14
Post Appointment	30	330%	5	7	2:05	3:58

Show Patient Details

Timeliness for all transfer types for all of LHD

# Demand Escalation – SMS

- When the NEPT Demand Level has escalated to Level 2 or 3, an SMS will be sent to relevant Local Health District (LHD) staff
- The SMS will include the **NEPT Greater Metropolitan Demand Level** and the **LHD Demand Level**



# Awaiting bed confirmation function

## Book Patient Transfer

<b>1</b>	<b>Requester</b> ROYAL HOSP FOR WOMEN, RANDWICK
<b>2</b>	<b>Patient</b> MRN: Test, m 99 Springbrook 4213
<b>3</b>	<b>Transfer</b> 99, Springbrook 4213 - Barker St, RAN...
<b>4</b>	<b>Conditions / Requirements</b>
<b>5</b>	<b>Time</b>
<b>6</b>	<b>Accept Booking</b>

Specify transfer conditions and requirements	
Patient Weight	Weight in kg. <input type="text"/>
Mobility	Select requirement Mobility
Awaiting Bed Confirmation	Yes <input checked="" type="radio"/> No <input type="radio"/>
Cardiac Monitor	Yes <input type="radio"/> No <input type="radio"/>
CLINICAL Requirement for Single Patient Transport	Yes <input type="radio"/> No <input type="radio"/>
CLINICAL Requirement for Transport within 60 Min	Yes <input type="radio"/> No <input type="radio"/>
Drains	Yes <input type="radio"/> No <input type="radio"/> Select requirement(s) Drains
Infections	Yes <input type="radio"/> No <input type="radio"/> Select requirement(s) Infections
Intravenous Therapy	Yes <input type="radio"/> No <input type="radio"/> Select requirement(s) Intravenous Therapy
Is the patient transferring for specialist care?	Yes <input type="radio"/> No <input type="radio"/>
Mental Health Transport	Yes <input type="radio"/> No <input type="radio"/> Select requirement Mental Health Transport
Oxygen	Yes <input type="radio"/> No <input type="radio"/> Select requirement Oxygen
Paediatric < 16 Years	Yes <input type="radio"/> No <input type="radio"/>
Tracheostomy	Yes <input type="radio"/> No <input type="radio"/>



# Transport of patients with MRO

- From 30 May, 2016 patients with an MRO may travel in the same vehicle as non-infected patients or those with a differing MRO provided that an assessment of transmission risk is undertaken prior to vehicle scheduling.

