

When to call it quits

Margo Mackenzie

A/Operations Manager Emergency Department

Dubbo Health Service

Mr Jones Journey

- Mr Jones is sick at home. Calls 000
- Mr Jones arrives at Utopia Hospital at 1200hrs
- Mr Jones is Triage and OST = 1205hrs
- Mr Jones is immediately RV by M.O. Path and XR initiated
- RV by specialty team at 1300hrs.
- Decision to admit 1320hrs. All notes and paperwork complete.
- Bed booked and assigned at 1320hrs.
- Mr Jones transferred to ward at 1330hrs.

Right....

This happens at your hospital too doesn't it????

- Next day – RV by Specialty team on a SIBR
- Suitable for HITH, Compacts
- Also noted to have long standing Abdo complaint....needs a gastroscopy
- Physician sees no benefit in doing as inpatient – books to have as outpatient.
- Patients family come to pick up patient – because they were told yesterday –
- Discharge planning begins on Admission. Prepare to accept your loved one home.

Why ?

- If we can put a man on the moon....
- If we can transfer organs from one human to another....
- If we can invent machines that see our organs through our skin.....

Why can't we facilitate a smooth and seamless journey for our patients through our hospital system?



All teams involved in Mr Jones Care NEED

- **Co-ordination**
- **Communication**
- **Collaboration**
- **Co-Operation**



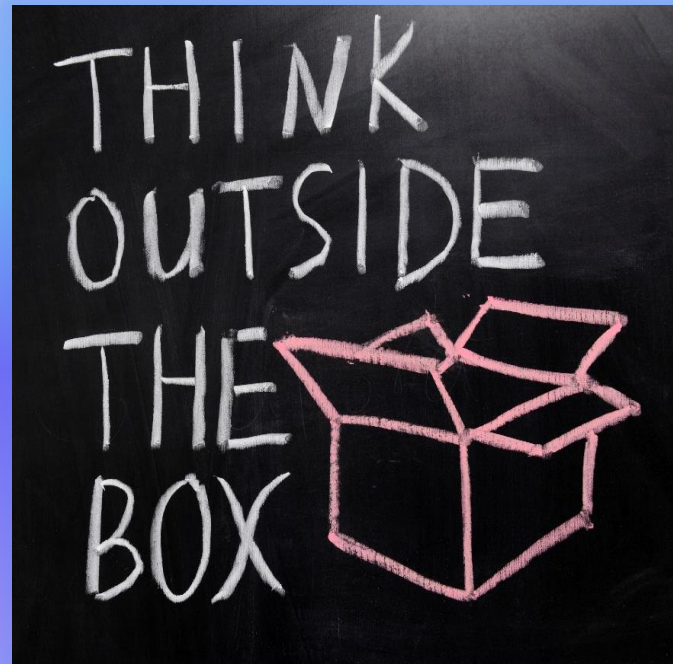
Certainly sounds simple enough

Projects at Dubbo Health Service

- SIBR
- Medical Huddle
- Collaboration with peripheral sites
- “Tightening” of daily bed management meetings

Our Team

- Executive Support
- Co-ordination
- Communication
- Collaboration
- Co-Operation



- We don't quit....
- We find another way !

WoHP Lead

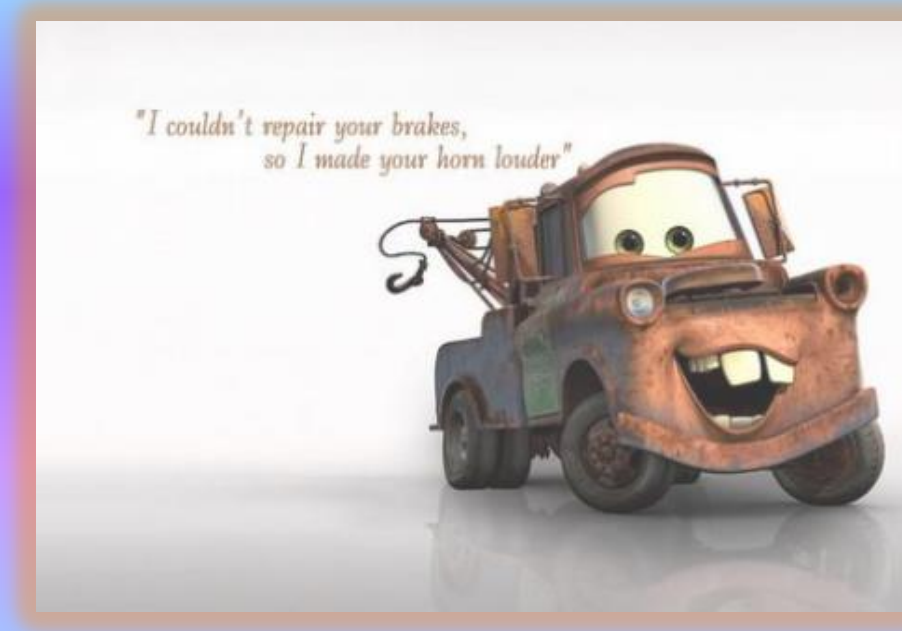
- Needs resilience, passion and master skills of persuasion
- Because you are getting people to do what they inherently do not want to do

Cat Wrangling



- Thanks to eds.com technologies

Thankyou



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