

MLHD - ED NOW



Prepared by **Dr Shane Curran and Thomas Glanville**

An initiative of - WWRRH Emergency Department and MLHD Finance and Performance

March 2016



Health
Murrumbidgee
Local Health District

What is an ideal ?

- Relevant
- Useful
- Usable
- Timely



GPROD Firstnet - Citrix online plug-in

Discern Explorer: Explorer Menu

Task Edit View Help

- Main Menu
 - CHOC Reports
 - EMR Reports
 - Firstnet
 - FN001 - 24hr Triage
 - FN002 - Admission Specialty Report
 - FN003 - Arrive Depart Disposition
 - FN004 - Breach
 - FN005 - Detailed Error
 - FN007 - HIE QA
 - FN008 - KPI Dash
 - FN009 - KPI PATP
 - FN010 - Presenting Prob/Diag
 - FN011 - Care Provider
 - FN012 - Retriaged
 - FN015 - Compensable
 - FN016 - Provider Orders
 - FN017 - ED Location
 - FN020 - Aged Care Presentation
 - FN021 - Doctor Treatment Advice
 - FN022 - ED Current Patient List
 - FN026 - Firstnet Events
 - FN027 - Sepsis Pathway Report
 - FN028 - FN ABF Diagnosis Audit
 - FN029 - Gap Checking Audit
 - Non Inpatient
 - Powerchart
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 - Personal Menu
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 - FN008 - KPI Dash
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 - FN020 - Aged Care Presentation
 - FN017 - ED Location
 - FN007 - HIE QA
 - FN011 - Care Provider
 - FN001 - 24hr Triage
 - FN028 - FN ABF Diagnosis Audit
 - FN010 - Presenting Prob/Diag

Main Menu

GPROD | GS23901377 | 15:10





855_FN009_KPI_PATP_OUT [Emergency WW, 28/03/16 00:00 - 28/03/16 23:59] Requested: 29MAR16 12:53 by Curran, Shane William (AMO)

KPI Performance Across Time Period KPI Year: 2014-2015

For Emergency WW For Date Range: 28/03/16 00:00 - 28/03/16 23:59

Max LOS: 24:24 Median LOS: 2:04 Av Arr to D/C: 3:15

Triage Category

Triage Category	Benchmark	Av Tri to Tx	# Pt's by Tri Cat	# Pt's Meeting Benchmark	% Pt's Meeting Benchmark	Av Arr to D/C
1	100% <= 2 min	00:00	0	0	0.00	00:00
2	80% <= 10 min	00:09	10	8	80.00	4.49
3	75% <= 30 min	00:20	39	32	82.05	4.48
4	70% <= 60 min	00:24	62	55	88.71	2.27
5	70% <= 120 min	00:13	12	12	100.00	1.11
Total			123	107	86.00	

Total in ED >24 hours: 1

4 Hour Monitoring

Benchmark	# Pt's	# Pt's Exceeding Benchmark	% Pt's Exceeding Benchmark	# Site Admissions > 8hrs (% EAP)
	125	29	23.20	
% Pt's Meeting Benchmark	# Pt's Admit	# Breach Admit	% Breach Admit	
76.80	30	18	60.00	8
	# Pt's Disch	# Breach Disch	% Breach Disch	81.82
	95	11	11.58	
# DNW:	2			# Pt's Admit: 30
% DNW:	1.60			% Pt's Admit: 24.00
# T/fer to Other Hosp:	3			

Fast Track KPI

FT Pt's: 2
 FT Av Arr to D/C: 1:41
 # FT Pt's > 2hrs: 1
 % FT Pt's Meeting Benchmark: 50.00

Ambulance off Stretcher KPI

Pt's BIBA: 24
 # Pt's within OST: 20
 % Pt's within OST: 83.33

ED Presentations: 125 Duplicates Present: N

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*** END OF REPORT ***

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GPROD Firstnet - Citrix online plug-in
 Report Output - FN008 - KPI Dash
 Task Edit View Help

855_FN008_KPI_DASH_OUT [E emergency WW] Requested: 29MAR16 12:55 by Curran, Shane William (AMO)

KPI Dashboard KPI Year: 2014-2015

For: Emergency WW # of Pt's currently in ED: 23 SNAPSHOT at: 29/03/16 12:55

Max LOS: 5:05 Median LOS: 1:25 Av Arr to Now: 1:36 Av Tri to S/B: 00:18

Triage Category

Triage Category	Benchmark	Av Tri to TX	# Pt's by Tri Cat	# Pt's Exceeding Benchmark	# Pt's Meeting Benchmark	% Pt's Meeting Benchmark	Av Arr to Now
1	100% <= 2 min	00:00	0	0	0	0.00	00:00
2	80% <= 10 min	00:02	1	0	1	100.00	00:46
3	75% <= 30 min	00:12	7	0	6	85.71	1:51
4	70% <= 60 min	00:24	12	2	8	66.67	1:51
5	70% <= 120 min	00:10	2	0	1	50.00	00:28
None		00:00	0				
Total			22		16	72.73	

3-2-1 KPI Monitoring

# Pt's Nearing EAP (7 to 8hrs)	# Pt's with no DTA	# Pt's with no DTA > 2.5hrs	# Pt's from DTA is > 1.5hrs	# Pt's from Dpt Rdy is > 0.5hrs	# Pt's Exceeding EAP (8hrs)
0	23	4			
Inpatient Bed Allocated:	0		Admit:	0	0
No Inpatient Bed Allocated:	0		Transfer:	0	N/A
			To Be D/C:	0	N/A

Fast Track KPI	Ambulance off Stretcher KPI
# FT Pt's: 0	# Pt's BIBA: 4
FT Av Arr to Now: 0:00	xx# Pt's nearing/exceeding 0
# FT Pt's > 2hrs: 0	

Overflow: 1 Duplicates: N

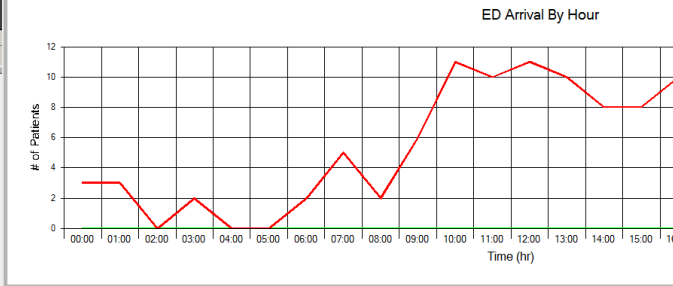
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Ready Page 1

GPROD Firstnet - Citrix online plug-in
 ED Arrival by Hour

For: Emergency WW
 Location: WW All Beds
 From: 28/03/16 00:00 To: 28/03/16 23:59

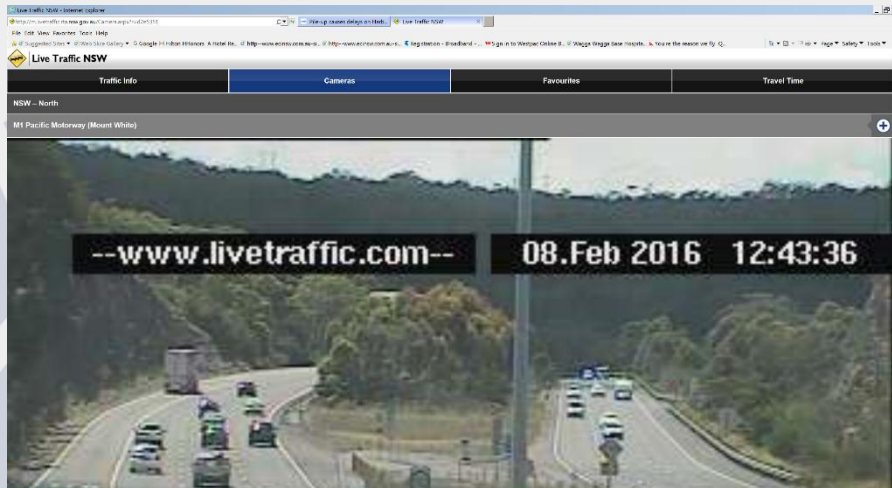
Start Interval	End Interval
28/03/16 00:00	28/03/16 01:00
28/03/16 01:00	28/03/16 02:00
28/03/16 02:00	28/03/16 03:00
28/03/16 03:00	28/03/16 04:00
28/03/16 04:00	28/03/16 05:00
28/03/16 05:00	28/03/16 06:00
28/03/16 06:00	28/03/16 07:00
28/03/16 07:00	28/03/16 08:00
28/03/16 08:00	28/03/16 09:00
28/03/16 09:00	28/03/16 10:00
28/03/16 10:00	28/03/16 11:00
28/03/16 11:00	28/03/16 12:00
28/03/16 12:00	28/03/16 13:00
28/03/16 13:00	28/03/16 14:00
28/03/16 14:00	28/03/16 15:00
28/03/16 15:00	28/03/16 16:00



ED Dashboard

Front line staff need real time data

- ED Patient flow
 - Aviation versus road traffic models
 - Real time versus yesterdays or last years data



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ED - Now

- A Single portal for pre calculated results for what's happening in our Emergency Department – now
- Potential to save 80 hours a day (statewide) of Clinicians and Nurses, managers, and admin in
 - Running report
 - Calculating results
 - Understanding and making decision on “stale” data
- Actionable insight at staff’s fingers, no longer looking back, but looking forward.



What Real time looked like

au/hospitals/rtd/details.asp

ED NOW ED NOW

NSW Health

Wagga Wagga Base Hospital

Address: Docker Street, Wagga Wagga, NSW 2650
Contact: 02 6938 6666

The most seriously ill patients are seen immediately.

The number of patients assessed by a triage nurse and waiting for treatment **0**

Last updated Friday, 19 February 2016 10:30:43 AM AEST Refresh

The usual number of patients arriving in this Emergency Department between 10am and 12pm is: **11**

The number of beds/treatment spaces in this Emergency Department is: **15**

After Hours General Practitioner Advice Service
1800 022 222

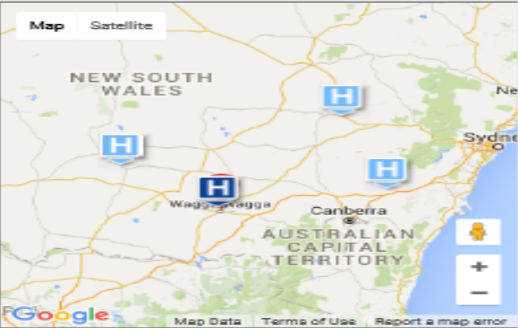
Call if you have a **non-life threatening** medical condition and can't get to a doctor after hours. The service can also refer you to after hours health services in your area, where available.

A total of 61 NSW public hospitals are linked to this website.

<< back to search

Other reporting hospitals

	Patients waiting
Griffith Base Hospital	2
Goulburn Base Hospital	3
Orange Health Service	1



Map Satellite

NEW SOUTH WALES

AUSTRALIAN CAPITAL TERRITORY

Wagga Wagga Canberra Sydney

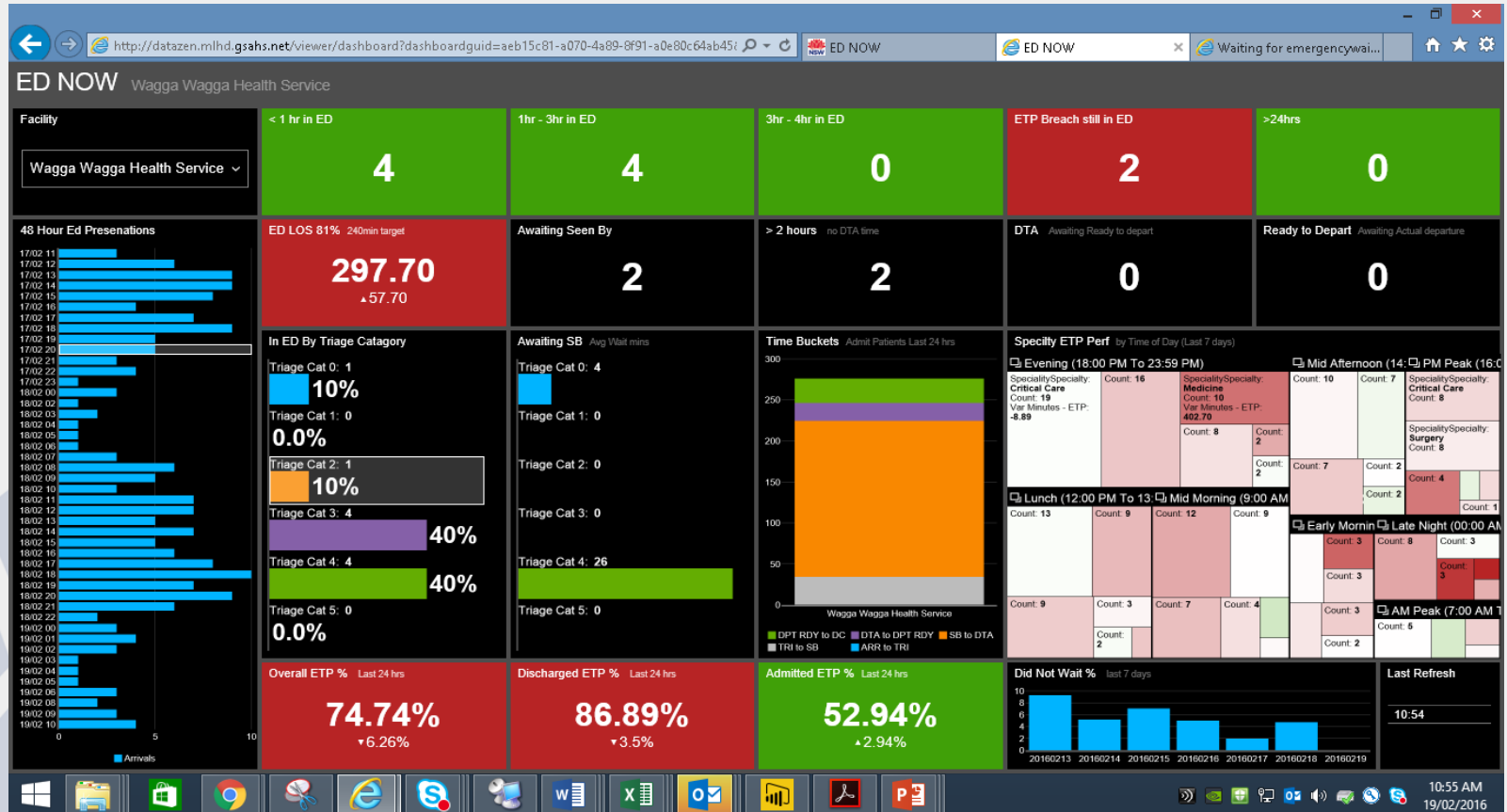
Map Data Terms of Use Report a map error

NSW Government

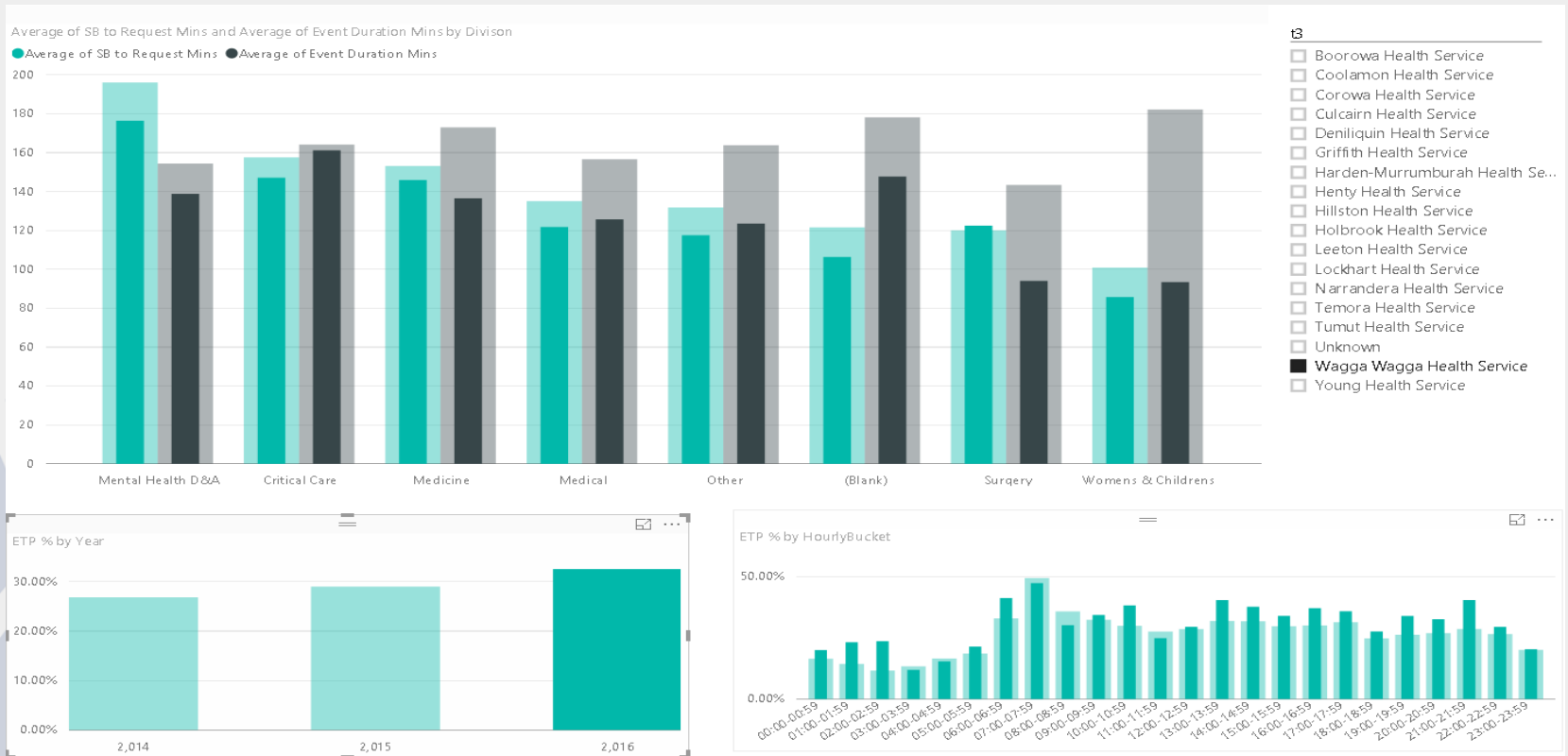
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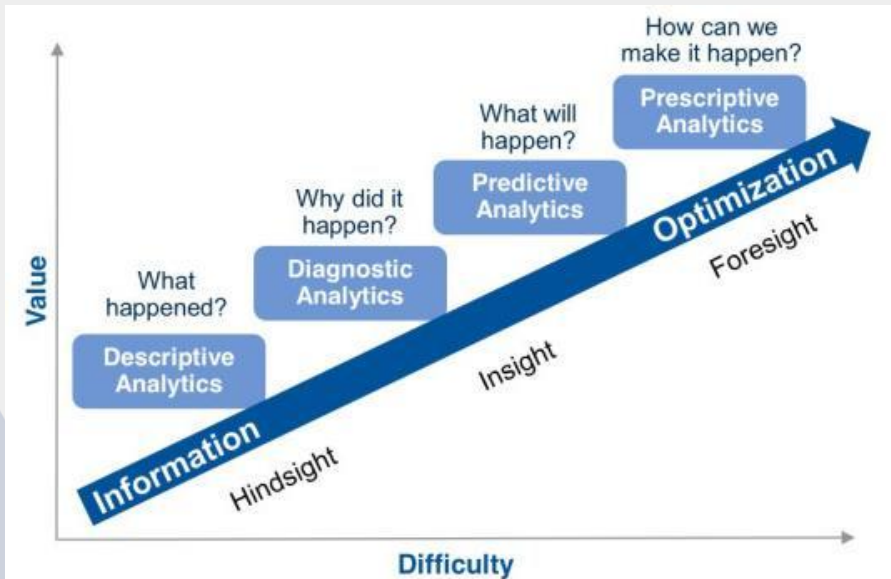
ED - NOW



A new level of insight – Seen by to Referral and Inpatient turn around time



The Last Step of analytics



Previously we have focused on the “what happened”

- Monthly KPI reporting

Whole of hospital has looked at “Why” it has happened

- Models of Care
- Back of house
- Winter strategies

MLHD has implemented “What will happen”

- Real-time Predication of ETP Breaches on Presentation to ED

Work underway with Dr Shane Curran to look at understanding the predications, and providing prescriptive “decision support” to prevent ETP Breaches.



WRRRH Patients < 240 Minutes ETP Breach Risk

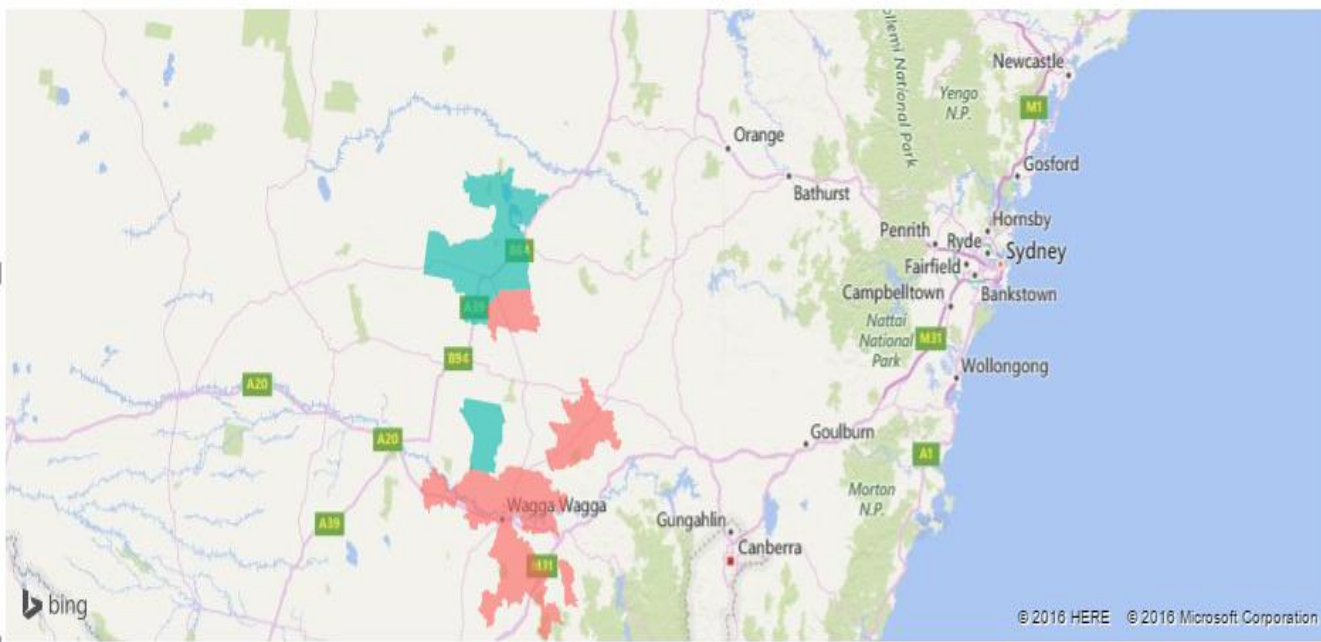
category	Date Hour	Pattern	time_to_now▲	First Provider Role	Presenting Problem
unknown	2016-03-30 23:00:00	unknown	5		
high	2016-03-30 23:00:00	[ModeOfTransport] = 01- State Ambulance Vehicle and [AgeRange] = 56-70	20	Nurse - Registered	Pain, chest
low	2016-03-30 23:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=4 and [mins tri to SB]<=58	40	Nurse - Registered	Toothache
low	2016-03-30 22:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=4 and [mins tri to SB]<=58	54		Respiratory - cough
low	2016-03-30 22:00:00	[ModeOfTransport] = 07- Police/Correctional Services Vehicle	93	Medical Officer - CMO	Care - medication administration
low	2016-03-30 22:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=4 and [mins tri to SB]>58 and [mins tri to SB]<=189	103	Nurse - Registered	Rash
high	2016-03-30 22:00:00	[ModeOfTransport] = 01- State Ambulance Vehicle and [AgeRange] = 56-70	109	Nurse - Registered	Pain, chest
low	2016-03-30 22:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=3 and [AgeRange]=05-16	109	Nurse - Registered	Fever
low	2016-03-30 21:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=4 and [mins tri to SB]<=58	115	Nurse - Registered	Pain, limb lower / hip
med	2016-03-30 21:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=3 and [AgeRange]=71-85	134	Nurse - Registered	Pain, abdominal
low	2016-03-30 21:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=4 and [mins tri to SB]>58 and [mins tri to SB]<=189	142		Injury - laceration
high	2016-03-30 21:00:00	[ModeOfTransport] = 01- State Ambulance Vehicle and [AgeRange] = 71-85	167	Medical Officer - Specialist	Injury - lower limb
low	2016-03-30 20:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=3 and [AgeRange]=17-25	171	Nurse - Registered	Pain, abdominal
low	2016-03-30 20:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=4 and [mins tri to SB]>58 and [mins tri to SB]<=189	177	Nurse - Registered	Pain, limb lower / hip
low	2016-03-30 20:00:00	[ModeOfTransport] = 03- Private Car and [TriageCat]=4 and [mins tri to SB]>58 and [mins tri to SB]<=189	199	Nurse - Registered	Eye - watery
Total			1638		

Still In ...

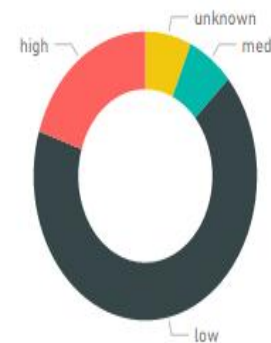
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ETP Breach Risk By Patient Postcode

● high ● low ● med ● unknown



ETP Breach Risk



Data usage

- Predictive
- What if's
- Initiation of management strategies



What will this help with

- Depends who you are
 - Front line
 - Flow manager
 - Whole of health
 - General manager
 - CEO



Questions?



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