MLHD - ED NOW

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

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

March 2016

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What is an ideal ?

- Relevant
- Useful
- Usable
- Timely

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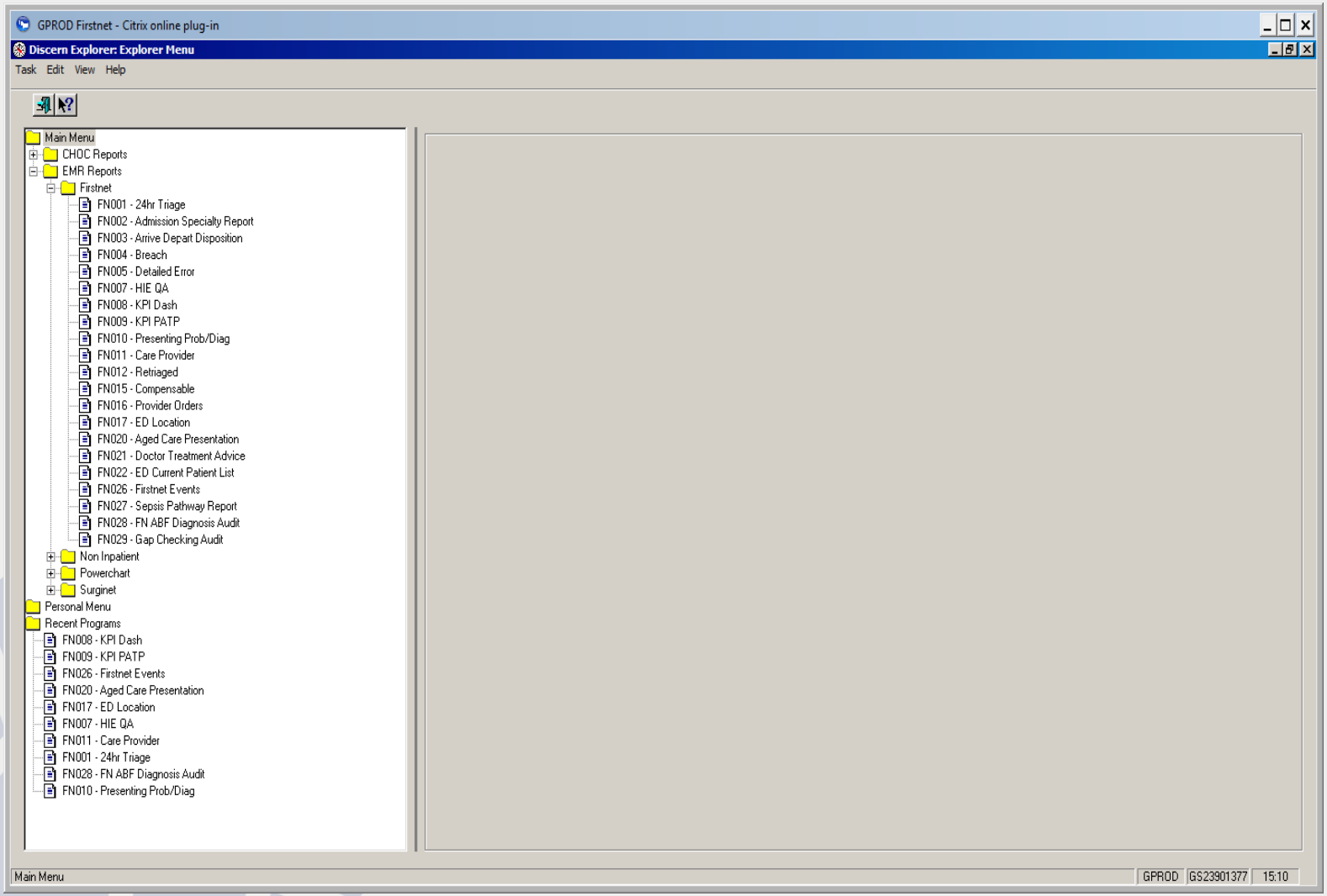

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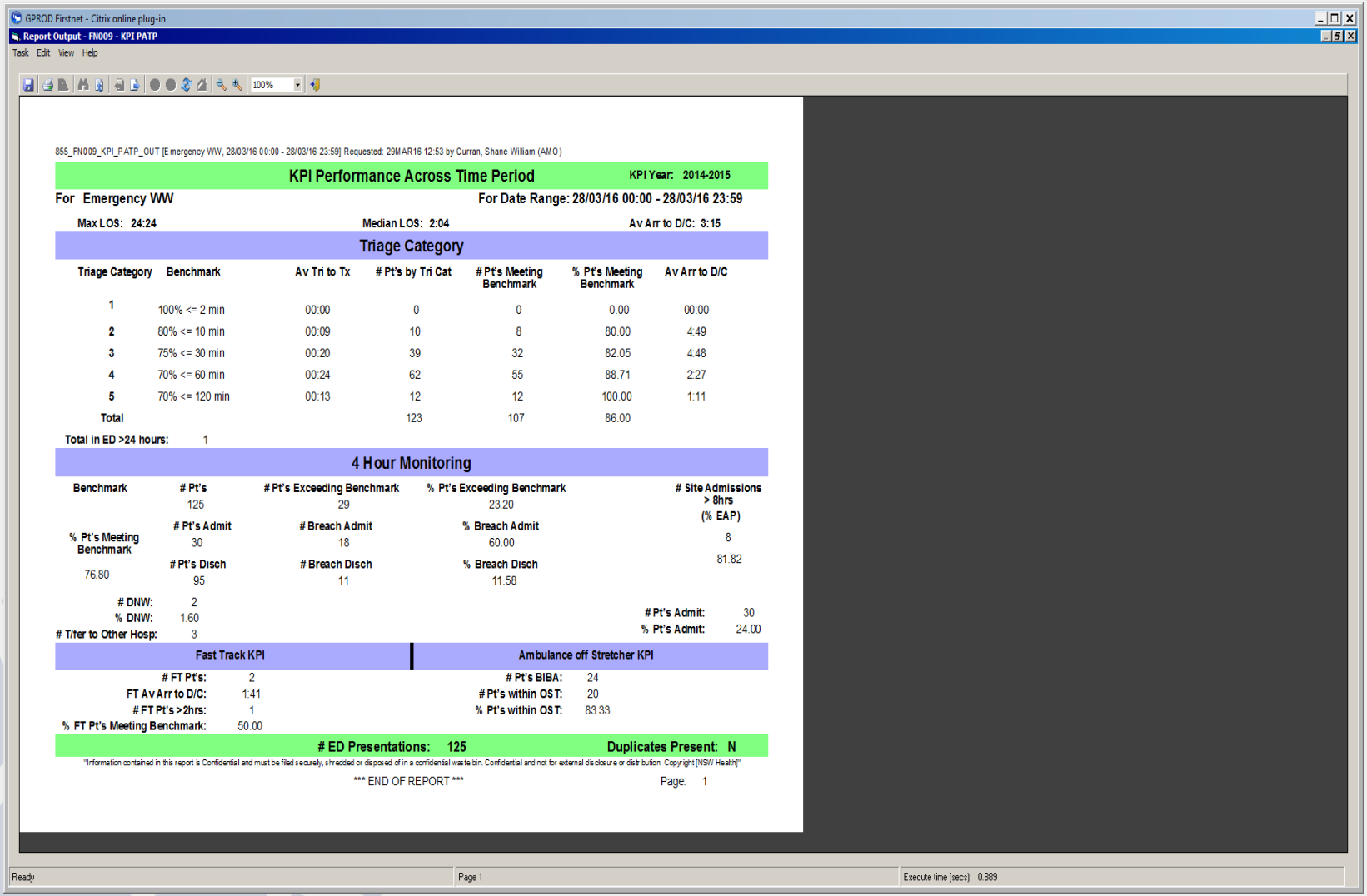

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GPROD Firstnet - Citrix online plug-in

Report Output - FN008 - KPI Dash

Task Edit View Help

855_FN008_KPI_DASH_OUT [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				
			Admit:	0	0	0
Inpatient Bed Allocated:	0		Transfer:	0	0	N/A
No Inpatient Bed Allocated:	0		To Be D/C:	0	N/A	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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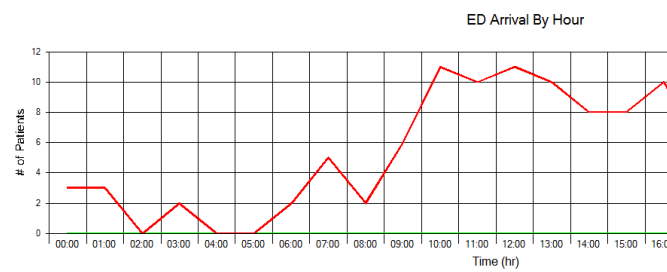
ED Arrival by Hour

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



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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.

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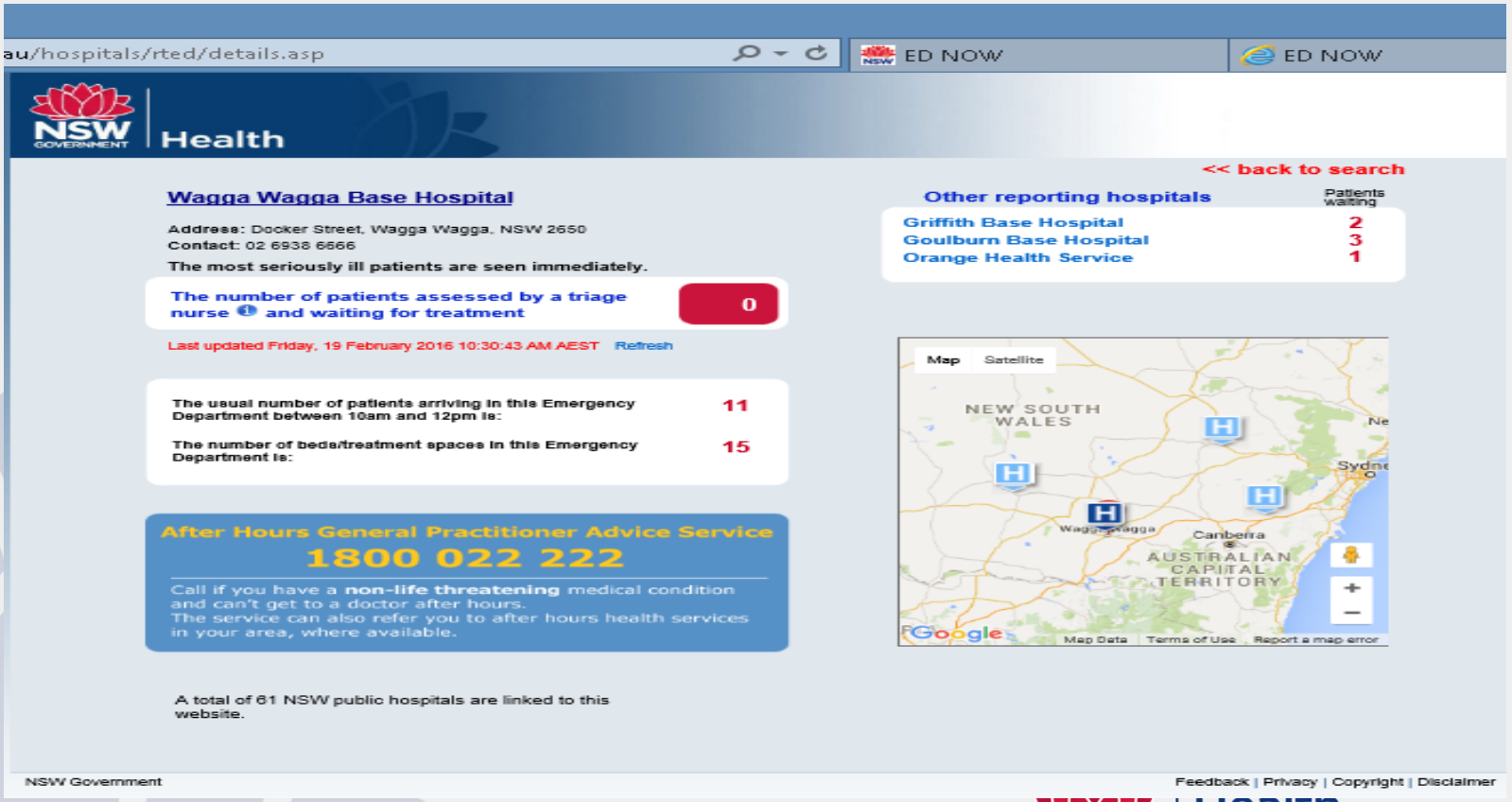
What Real time looked like



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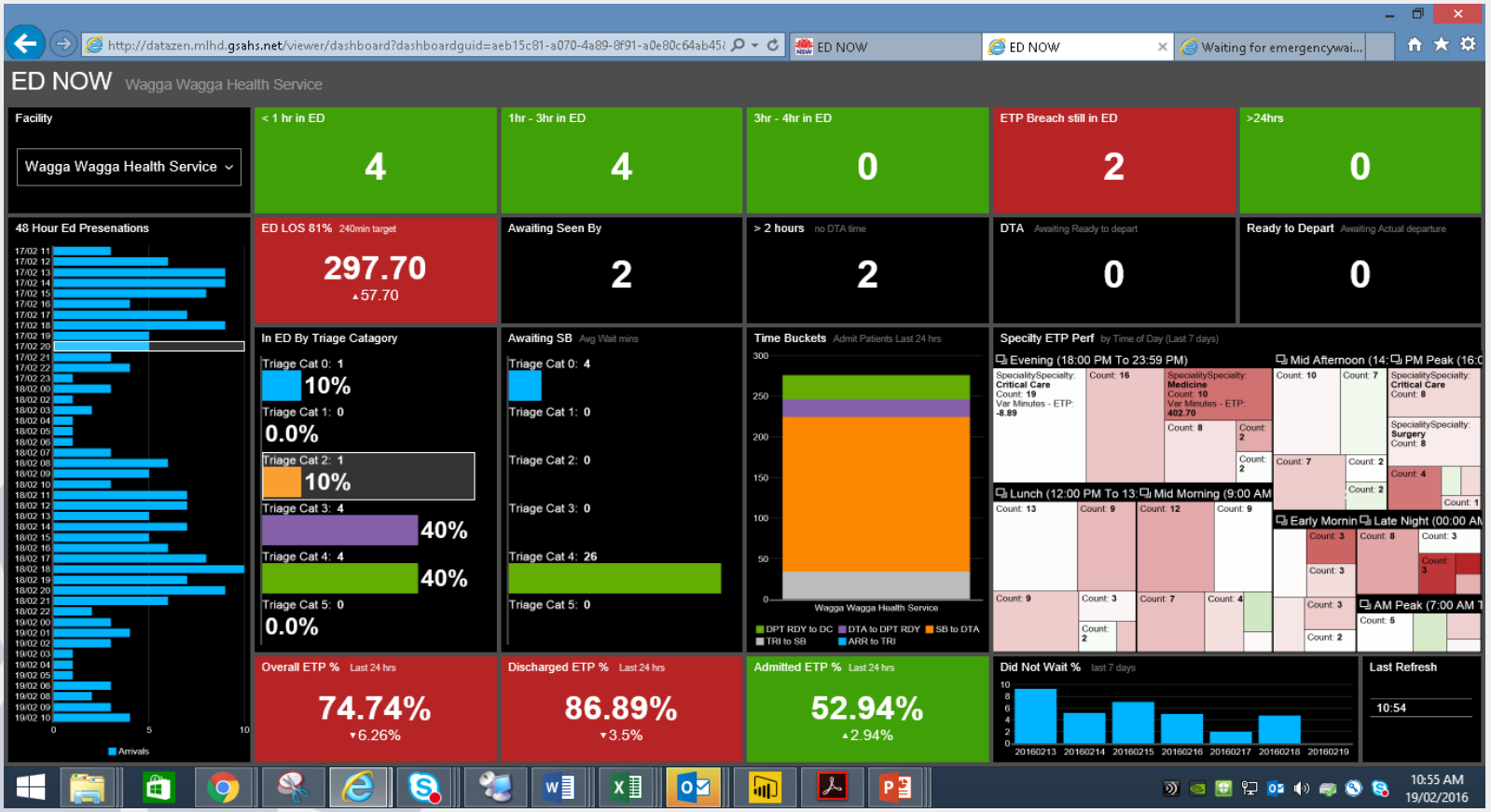

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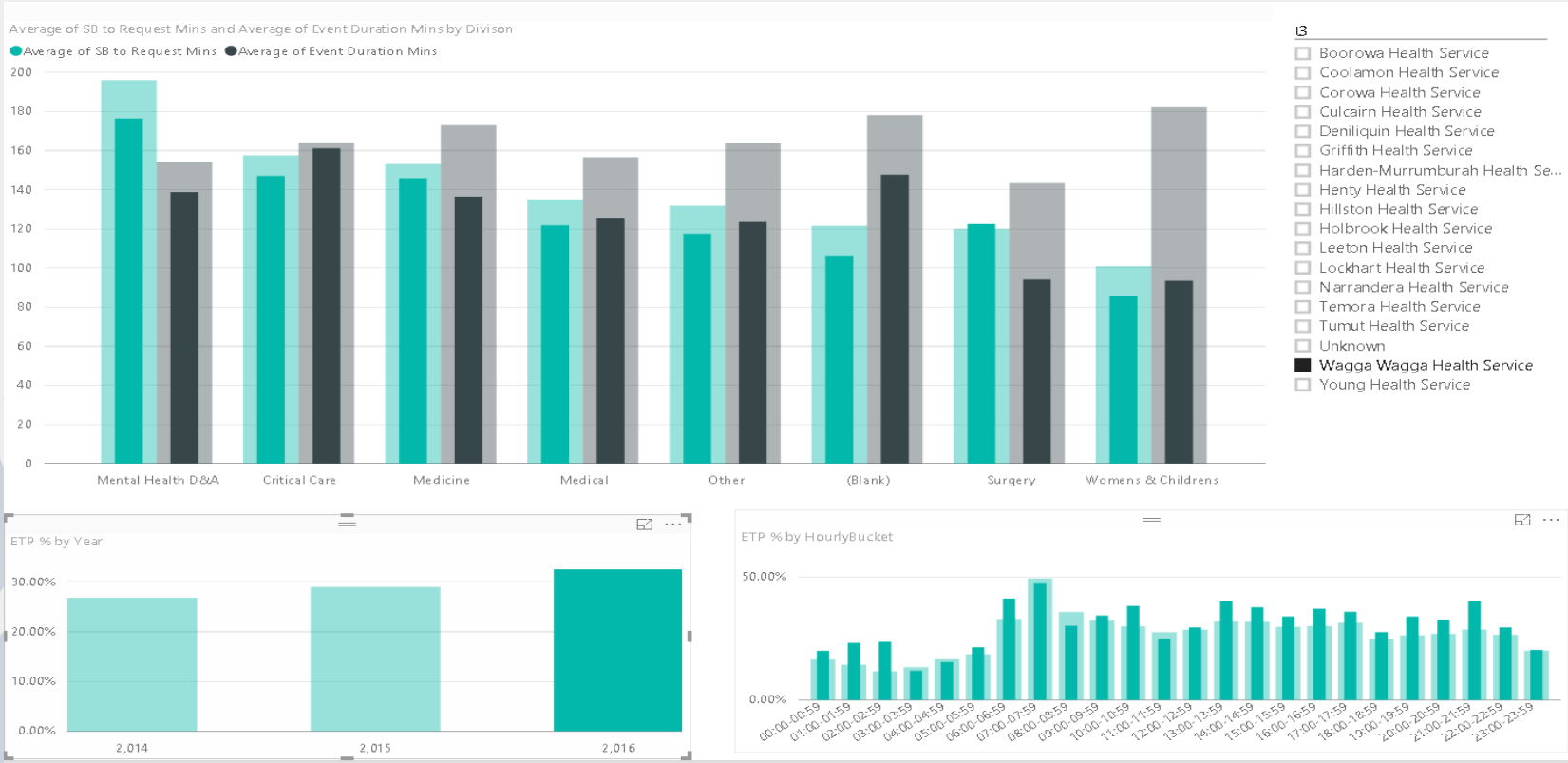
A new level of insight – Seen by to Referral and Inpatient turn around time



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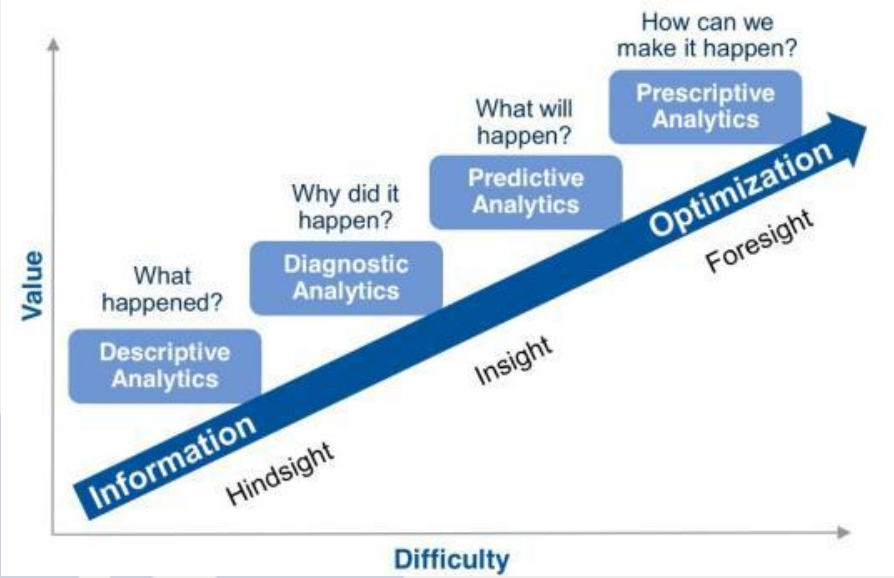
The Last Step of analytics



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.

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WWRRH Patients < 240 Minutes ETP Breach Risk

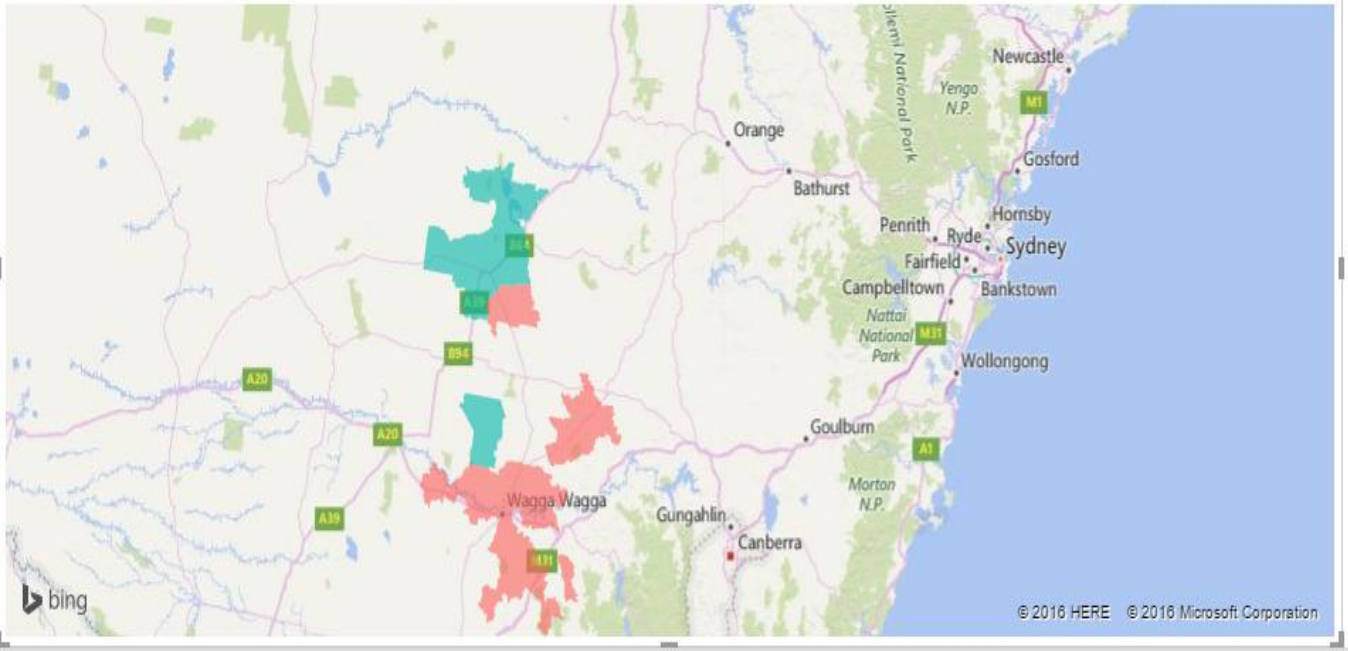
catagory	Date Hour	Pattern	time_to_now	First Provider Role	Presenting Problem
unknown	2016-03-30 23:00:00	unknown	5		
high	2016-03-30 23:00:00	[ModeOfTransport] = 01- State Ambulance Vehicle and [AgeRange] = 56-70	20	Nurse - Registered	Pain, chest
low	2016-03-30 23:00:00	[ModeOfTransport] = 03- Private 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 ...

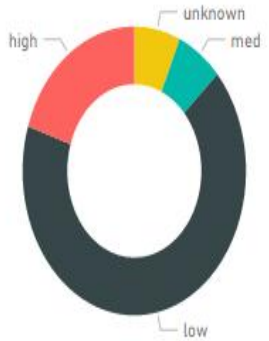
1

ETP Breach Risk By Patient Postcode

high low med unknown



ETP Breach Risk



ED NOW

Data usage

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

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What will this help with

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

Questions?

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