



ST JOHN OF GOD
HOSPITAL
SUBIACO



Positive Patient Outcomes

The result of Comprehensive Multi-Disciplinary Referrals to minimise potential risks identified at PreAdmission





PreAdmission Service History

- History of SJOGH Subiaco
- 647 Beds
- Diagnostic Services.
- Clinical Specialties
- Elective Surgery



St John of God Hospital, Subiaco
June 1955



PreAdmission Service

Background

Numerous PreAdmission Services

- Main PreAdmission Clinic
- IVY (Chemotherapy day Unit) PAC
- Maternity PAC
- SSU PAC
- DSU PAC





PreAdmission Service

Operations:

- 6.7 FTE RN and 1.0 FTE in Administration Assistant
- Approximately 14,000pts per year of all overnight surgical admissions
- Operates 6 days per week
- 0800-2000 Monday-Thursday
- 0800-1630 Friday and Saturday





PreAdmission Service

Purpose

- Is to streamlines admission processes and prepare the patient
- Is to informs patient about their hospital stay and prepares for eventual discharge
- Is to document; organise; identify risks and establish rapport with patients



PreAdmission Service

Objectives

- Clinic/Phone Appointments
- Co-morbidities
- Referrals
- Productive admission





PreAdmission Service

Function

- Times for each PreAdmission event
- Phone Times.
- Clinic Appointment Times
- PAC Referral Guidelines
- PAC Diary





PreAdmission Service

The Diary

Links

- IBA system/Admissions
- PAC

Dual Function

- Booking system/Scheduler
- Clerical and clinical functions
- Snapshot of patients details
- Record of tests and referrals



Bendat Comprehensive
Cancer Centre

July 2011						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

11/07/11		CR1	CR2	CR3	WS1	WS2	WS3	WS4	WS5	WS6
Allocated Nurses										
7	00-30									
8	00-30	08:00-08:15				08:00-08:15	08:00-08:15			
	30-00	08:15-08:30				08:15-08:45	08:15-09:00		08:15-08:35	08:15-08:35
9	00-30	08:30-09:15				08:45-09:15			08:35-09:05	08:35-08:55
	30-00	09:15-10:15	09:00-09:15	09:00-09:15	09:00-09:15	09:15-09:45	09:00-09:30		09:05-09:15	08:55-09:15
10	00-30	09:45-10:15	09:15-09:45	09:15-10:15	09:15-09:45	09:45-10:15	09:30-10:15	Blank	09:15-09:35	09:15-09:35
	30-00	10:15-10:30	10:15-10:30	10:15-10:30	10:15-10:30	10:15-10:30	10:15-10:30		09:35-09:45	09:35-09:55
11	00-30	10:30-11:15	10:30-11:30	10:30-10:45	10:30-10:45	10:30-11:15	10:30-11:00		10:00-10:15	10:00-10:15
	30-00	11:15-12:15		10:45-11:30	10:45-11:30				10:15-10:35	10:15-10:35
12	00-30	12:15-13:00	11:30-12:00	11:30-12:30	11:30-12:00	11:15-11:45	11:00-11:30		10:35-10:55	10:35-10:55
	30-00		12:00-13:00		12:00-12:30	11:45-12:30	11:30-12:15		10:55-11:25	10:55-11:15
13	00-30	13:00-13:30	13:00-13:30	13:00-13:30	13:00-13:30	12:00-12:30	12:15-12:45		11:25-11:35	11:15-11:35
	30-00	13:30-13:45	13:30-14:00	13:30-14:30	13:30-14:00	12:30-13:00	12:45-13:15		11:35-11:55	11:35-11:55
14	00-30	13:45-14:45	14:00-15:00		14:00-15:00	12:30-13:00	13:15-13:45		11:55-12:15	11:55-12:15
	30-00	14:45-15:15		14:30-15:15		13:00-13:30	13:45-14:00		12:15-12:30	
						13:30-13:50	14:00-14:15		12:30-13:00	12:30-13:00
						13:50-14:10	14:15-15:00		12:45-13:15	13:00-13:20
						14:10-14:30			13:15-13:45	13:20-13:40
						14:30-15:00			13:30-13:50	13:40-14:00
									13:50-14:10	14:00-14:20
									14:10-14:20	14:20-14:40
									14:20-14:40	14:40-15:00
									14:40-14:50	
									15:00-15:30	

<	June 2011							>
Mon	Tue	Wed	Thu	Fri	Sat	Sun		
30	31	1	2	3	4	5		
6	7	8	9	10	11	12		
13	14	15	16	17	18	19		
20	21	22	23	24	25	26		
27	28	29	30	1	2	3		
4	5	6	7	8	9	10		

	20/06/11	CR1	CR2	CR3	WS1	WS2	WS3	WS5	WS6
Allocated Nurses									
7	00-30								
8	00-30	08:00-08:15		08:00-08:15	08:00-08:15			08:15-08:35 MRS GWYNNE	08:15-08:35 MR CULSHAW
9	00-30	08:15-08:30 MR YOUNG		08:15-08:30 MRS ARTELARIS	08:15-09:00 MR LAING			08:35-08:55 MRS KLEEMAN	08:35-08:55 MR COSENTINO
10	00-30	09:00-09:15	09:00-09:15		09:00-09:30 MRS GARDINER	09:00-09:15		08:55-09:15 MISS REDFEARN	08:55-09:15 MRS DUNCOMBE
11	00-30	09:15-09:45 MRS SCHELLACK	09:15-09:45 MISS BLOCH	09:15-10:15 MRS MCGOVERN	09:30-10:15 MRS LESLIE	09:15-09:45 MRS RZEPECKI		09:15-09:35 MR CLEMENTS	09:15-09:35 MR FORD
12	00-30	09:45-10:15 MRS WESTERBURGER	09:45-10:15 MRS WESTERBURGER		09:45-10:15 MR COOPES	09:45-10:15 MR COOPES		09:35-09:55 MR DAVIES	09:35-09:55 MS PEARSON
13	00-30	10:00-10:15	10:00-10:15	10:00-10:15	10:00-10:15	10:00-10:15		10:00-10:15	10:00-10:15
14	00-30	10:15-10:30 MR MORRISON	10:15-10:30 MS WRAY	10:15-10:30 MISS AUDSLEY	10:15-10:30 MISS MALONE	10:15-10:30 MRS CODDE		10:15-10:35 MRS BARTLETT	10:15-10:35 MRS FLUX
15	00-30	10:30-11:15 MR TAN	10:30-11:30 MRS TROEGER	10:30-11:00 MISS MACLEOD	10:30-11:00 MISS KENWORTHY	10:30-11:00 MRS CHIN		10:35-10:55 MISS RYAN	10:35-10:55 MISS HENVILLE
16	00-30	11:15-12:15 MR TAN	11:30-12:00 MRS TROEGER	11:00-11:30 MISS MACLEOD	11:00-11:30 MISS KENWORTHY	11:15-11:45 MRS CHIN		10:55-11:15 MR SMITH	10:55-11:15 MRS RESNICK
17	00-30	12:00-13:00 MRS WILLIAMSON	12:00-13:00 MR BARTLETT	11:30-12:30 MR CAMPANA	12:00-12:30 MISS WELLS	11:45-12:30 MS LIMPUS		11:15-11:35 SR FERRIE	11:15-11:35 MR CLAIRS
18	00-30	12:15-13:00 MRS WILLIAMSON	12:00-13:00 MR BARTLETT	12:00-13:00 MRS HOUGH	12:00-12:30 MISS WELLS	12:00-12:30 MISS WELLS	12:00-12:15	11:35-11:55 MR GLENNON	11:35-11:55 MRS DAVISON
19	00-30	13:00-13:30	13:00-13:30	13:00-13:30	13:00-13:30	13:00-13:30	12:00-12:15	11:55-12:15 MR FELIX	11:55-12:15 MISS BROOKS
20	00-30	13:30-13:45	13:00-13:30	13:00-13:30	13:00-13:30	13:00-13:30	12:00-12:15	12:00-13:00	12:00-13:00
21	00-30	13:30-13:45 MRS WICKRAMARATNE	13:30-14:15 MS WESTON	13:30-14:00 MRS FUCHSBICHLER	13:30-14:00 MRS PILKINGTON	13:30-14:00 MRS PILKINGTON	13:15-13:45 MISS TRAN	13:00-13:20 MR BOWMAN	13:00-13:20 MR CARLSON
22	00-30	13:45-14:30 MRS WICKRAMARATNE	13:30-14:15 MS WESTON	14:00-14:30 MR ARORE	13:45-14:00	13:45-14:00	13:45-14:00 MRS PEAKE	13:20-13:40 MRS PEAKE	13:20-13:40 MRS COLUMBINO
23	00-30	14:15-15:00 MRS NAVDA	14:15-15:00 MS CLARK	14:00-14:30 MRS GALATI	14:00-14:30 MRS GALATI	14:00-14:30 MRS GALATI	14:00-14:15	13:40-14:00 MISS WALKER	13:40-14:00 MRS PATRICK
24	00-30	14:30-15:00 MRS NAVDA	14:15-15:00 MS CLARK	14:00-14:30 MRS GALATI	14:00-14:30 MRS GALATI	14:00-14:30 MRS GALATI	14:15-14:45 MS RICCELLI	14:00-14:20 MR LUDLAM	14:00-14:20 MR SAZONOV
25	00-30	14:30-15:00 MRS NAVDA	14:15-15:00 MS CLARK	14:00-14:30 MRS GALATI	14:00-14:30 MRS GALATI	14:00-14:30 MRS GALATI	14:45-15:15 MRS HIGGINS	14:20-14:40 MS MCBRIERTY	14:20-14:40 MR VAKSICH

(CLINIC)LEFT TOTAL HIP REPLACEMENT, MR MICHAEL JOHN GORTON HOLT, 1/07/2011

Search and Edit Patients Details

birth date=3/03/1952 ULTRA-LOW ANTERIOR RESECTION IWTH COLONIC POUCH, planned op date 23/06/2011, MR MICHAEL DAVID LEVITT

Patient URN OR Surname

Hospital Event

Admission Date	Select
23/06/2011	Select

< > Event 1 of 12

Preadmission Event

Created Date	Finished Date	Select
15/06/2011	20/06/2011	Select

Contact Details DOSA to Bed Reason Preadmission Event Finished

Preadmission Appointments

Type	Start	End	Conclusion			
Clinic 60 minutes	20/06/2011 16:30	20/06/2011 17:30	Successfully Completed	Delete	Edit	Select
Clinic 60 minutes	20/06/2011 13:30	20/06/2011 14:30	Appointment Rescheduled by Staff	Delete	Edit	Select

Preadmission Appointment Notes

Note	Author
Patient advised clinic appt 9.15 - Patient seen in clinic @ 9.15 by CR1	susjc

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Clinic 60 minutes	20/06/2011 13:30	20/06/2011 14:30	Appointment Rescheduled by Staff	Delete	Edit	Select

Preadmission Tests

Order Type	Test Type	Test Location	Description	Delete	Edit
CIF	BLOODS	On-site Pathology		Delete	Edit
CIF	ECG	On-site Western Cardiology		Delete	Edit
CIF	XRAY	On-site Radiology		Delete	Edit
CIF	TEDS Knee/Thigh	Preadmission clinic		Delete	Edit
CIF	VENA-PRESS PUMPS	On admission		Delete	Edit

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Clinic 60 minutes	20/06/2011 13:30	20/06/2011 14:30	Appointment Rescheduled by Staff	Delete	Edit	Select

Preadmission Referrals

Referral To	Name	Email Address	Delete	Edit	Preview	SendEmail	#Sent
Dietician	charlene grosse	charlene.grosse@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Stomal Therapist	Lisa Richards (Fri)	Lisa.Richards@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Stomal Therapist	Pam Thompson	pam.thompson@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Preadm Pharmacist	Pharmacist	supacpharmacy.referrals@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Pastoral Care	Anne Gordon	anne.gordon@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Cancer Support CNC	Cheryl Penter-ALL Colorectal Surgerv	cheryl.penter@sjog.org.au	Delete	Edit	Preview	SendEmail	1

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Preadmission Appointment Notes

Note	Author
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Preadmission Comorbidities

Comorbidity Type	Comment	Delete	Edit
Diabetes		Delete	Edit
Hypercholesterolaemia		Delete	Edit
Hypertension		Delete	Edit
Other	Rectal Cancer 2011 with Radiation and Chemotherapy treatment.	Delete	Edit
Other	AF 2008- Cardioversion	Delete	Edit

Search and Edit Patients Details

birth date=3/03/1952 ULTRA-LOW ANTERIOR RESECTION IWTH COLONIC POUCH, planned op date 23/06/2011, MR MICHAEL DAVID LEVITT

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CIF	ECG	On-site Western Cardiology		Delete	Edit
CIF	XRAY	On-site Radiology		Delete	Edit
CIF	TEDS Knee/Thigh	Preadmission clinic		Delete	Edit
CIF	VENA-PRESS PUMPS	On admission		Delete	Edit

Preadmission Referrals

Referral To	Name	Email Address	Delete	Edit	Preview	SendEmail	#Sent
Dietician	charlene grosse	charlene.grosse@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Stomal Therapist	Lisa Richards (Fri)	Lisa.Richards@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Stomal Therapist	Pam Thompson	pam.thompson@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Preadm Pharmacist	Pharmacist	supacpharmacy.referrals@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Pastoral Care	Anne Gordon	anne.gordon@sjog.org.au	Delete	Edit	Preview	SendEmail	1
Cancer Support CNC	Cheryl Penter-ALL Colorectal Surgery	cheryl.penter@sjog.org.au	Delete	Edit	Preview	SendEmail	1

Preadmission Appointment Notes

Note	Author
Patient advised clinic appt 9.15 - Patient seen in clinic @ 9.15 by CR1	susjc

Preadmission Comorbidities

Comorbidity Type	Comment	Delete	Edit
Diabetes		Delete	Edit
Hypercholesterolaemia		Delete	Edit
Hypertension		Delete	Edit
Other	Rectal Cancer 2011 with Radiation and Chemotherapy treatment.	Delete	Edit
Other	AF 2008- Cardioversion	Delete	Edit



Preadmission Service

Referrals

- Bariatric Referrals
- Cancer Support CNC's
- Case Managers
- Dietician
- Nurse Managers
- Patient Safety CNC
- Pharmacist
- Stomal Therapist
- Theatre Referrals



PreAdmission service

Where are we NOW!!!

- Benefits of the PAC Diary
 - Positive Outcomes
 - Useful tool
- *Consent point for Research*
- Patient Satisfaction

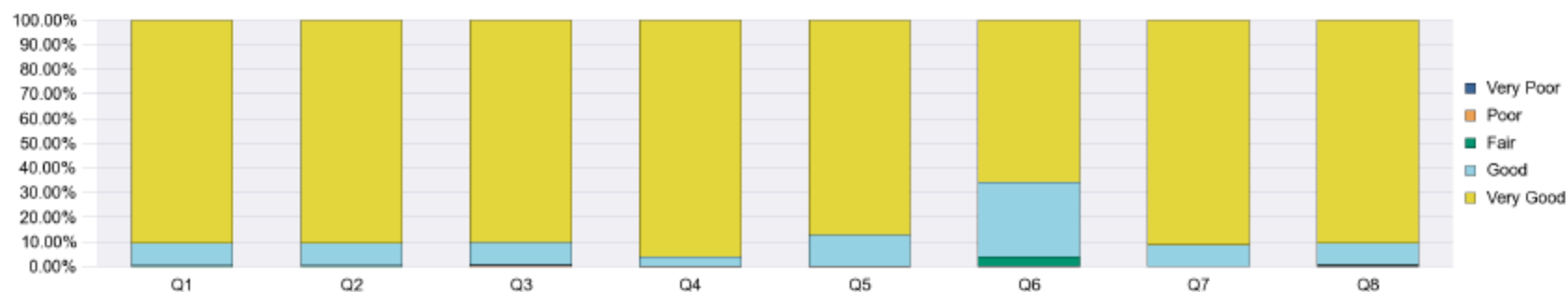


ST JOHN OF GOD, SUBIACO Patient Satisfaction - By Ward

Surveyed & Discharged Between: 20/06/2011 and 17/07/2011

Last Refresh: 18/07/11 4:17 AM

Satisfaction Levels For All Wards



	Very Poor		Poor		Fair		Good		Very Good		Total Responses
	Responses	%	Responses	%	Responses	%	Responses	%	Responses	%	
Q1. Preparation by pre-admission clinic					2	0.37%	48	8.92%	488	90.71%	538
Q2. Courteous staff					2	0.34%	54	9.05%	541	90.62%	597
Q3. Patient kept informed			2	0.34%	2	0.34%	54	9.12%	534	90.20%	592
Q4. Explanation of medical problem					1	0.28%	13	3.70%	337	96.01%	351
Q5. Family kept informed					1	0.26%	48	12.66%	330	87.07%	379
Q6. Understand how to make a complaint			1	0.26%	14	3.57%	119	30.36%	258	65.82%	392
Q7. Call bell response time							32	8.74%	334	91.26%	366
Q8. Overall experience or care	1	0.16%	1	0.16%	2	0.31%	56	8.75%	582	90.94%	640

Press Ganey Inpatient Survey

Questions	2010 Mean Score	Percentile Ranking 300 = beds	2011 Mean Score	Percentile Ranking 300 = beds
Rating of the preadmission instructions	86.1	99	86.7	99
Pre-admission prepares you for your stay	83.7	99	84.6	No benchmarking data available
Pre-admission Clinic prepared you for home	76.2	71	77.4	No benchmarking data available
Nurses kept you informed	81.9	99	84.3	99





Preadmission Service

Moving Forward

- Potential Development for hospital wide Surgical PreAdmission service.
- SJOG group wide electronic PreAdmission / Admission Process

HOSPITALITY

COMPASSION

RESPECT

JUSTICE

EXCELLENCE