



# Moving with the times..... Improving the Flow

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RBWH

# Outline

- What happened?
- What did we do about it?
- How has it changed?
- and Future Directions



# Background

- Specialist Outpatient Service
- 24,000 pt's per year
- 8300 referrals per year
- Increasing waiting list – 1800 cases per year
- 150 pt's in Fracture Clinic weekly
- New to Review ratio 1:1

# Patient flow into the clinic

- Referred for management by specialists
- Post operative or post admission
- Emergency department follow up (Fracture Clinic)
- Patients for their Pre-operative assessment

# Historically

- Nursing and designated plaster staff team
- Pt's treated by multiple staff
- Barrier to flow through the plaster room
- Impact on time pt's spent in the clinic

# What Happened?

- Increasing external pressures
- Increasing wound care
- Increased numbers of pt's needing pre-operative assessment
- Longer wait for same appointment
- Increasing overtime and in turn increasing sick leave

# What Happened?

Finally

- Designated plaster staff left the clinic

# What did we do about it?

- Meetings
- Agreement
- Assessment

What did we do about it?

## Assessment findings

- Some nursing plaster skills within department
- No contemporary standards or processes available
- Limited learning resources
  - No access to expertise
  - No access to support

## What did we do about it?

# Plaster and Casting – Adults Clinical Learning Package

### Aim:

- Support
- Advance nursing plastering skills
- Available for use in other areas
- Streamline management of patients
- Reduce waiting time for patients requiring a plaster

## What did we do about it?

# Plaster and Casting – Adults Clinical Learning Package

### Requirements for participants:

- Adults
- AHPRA
- Nominated by line manager
- Included in PAD
- Employed within relevant work area
- Maintain Log Book

## What did we do about it?

# Plaster and Casting – Adults Clinical Learning Package

### The Model:

- Learning modules
- Clinical component
- Log book

Access to a plaster and casting resource person

## How has it changed?

- All staff within the clinic can apply casts
- Supported, structured learning package
- Endorsed by the Credentialing and Clinical Privileges Nursing Services Committee
- Roster review

## How has it changed? Continued...

- Revenue retention
- Reduced congestion
- Reduce representation of patients
- Patient care needs addressed by one staff member

## Future Directions...

- Continue to further develop the package
- Feedback
- Monitor and review model of care
- Review nursing roles within the clinic
- PIX