

'ESP' - Emergency Surgical Pathway

A Successful Redesign of Emergency Surgical Flow at the Flinders Medical Centre

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Observations

- > Flinders Medical Centre (FMC) is the only hospital in the Southern area that provides an acute surgical service resulting in a large number of referrals for assessment
- > FMC Emergency Department (ED) was the only access point for these patients
- > Patients accepted by an inpatient team waiting in the ED for review did not add value



Who is a sorted patient?

Doctor Accepted

- > All patients that are referred to and accepted by an inpatient team for assessment/admission.
- > This includes referrals to the inpatient team from: Specialists, General Practitioners, FMC Community Nurses, Hospital @ Home and Allied Health.

Readmission

- > Patients re-presenting to the FMC ED, within 24 hours of Discharge, for an ailment that is directly related to the reason for their previous admission.



Phase 1

> 8 Week Trial

- 19th October - 10th December 2009

> Scope

- Medical and Surgical patients
- Dedicated area and staff
- 7am – 7pm

> Outcomes

- 174 patients, 38 medical & 136 surgical
- 95% patient satisfaction
- 46% reduction in triage to bed time.



Phase 2

'ESP' – Emergency Surgical Pathway

> 12 Week Trial

- 18th January - 18th April 2010

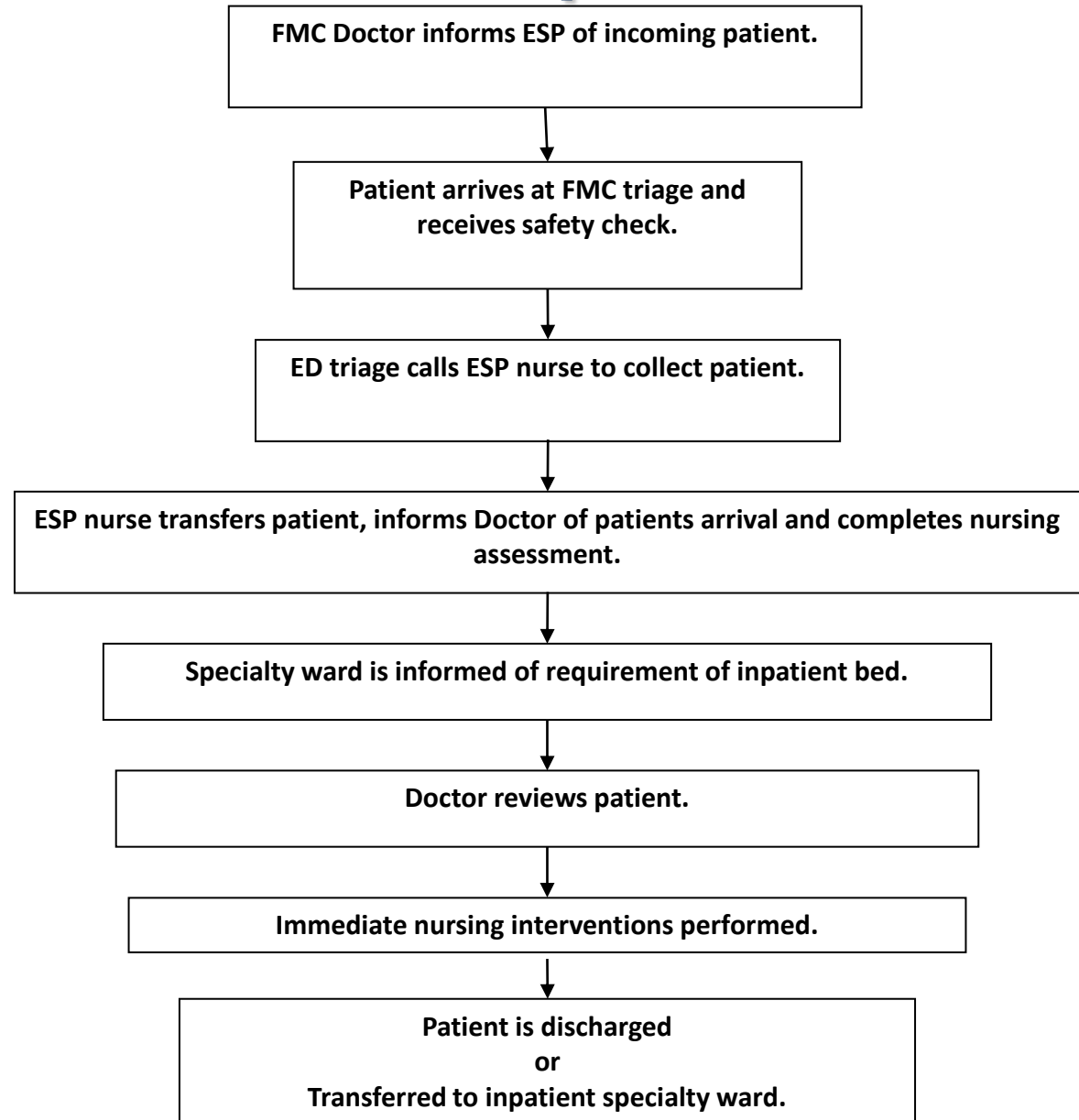
> Scope

- Surgical Division patients
- 24 hours a day

> Structure

- Reallocation of space and staff
- 4 dedicated beds within existing 28 bed short stay emergency surgical ward
- No new/additional resources

The ESP process





Safety

- > Triage safety check for all ESP patients
- > Triage category 1 & 2 patients remain in ED
- > ESP patient receives a full set of observations on arrival
- > Medical review within 2 hours
- > If patient deteriorates – MET, HDU, ICCU



Equity

- > Majority have already waited > 6 hours in another hospital
- > Patients from GP's/Private rooms are complex and already known to the team
- > ESP patients avoiding the ED allows ED staff to have more time to care for ED patients

ESP Patient Data

- How many?
- When?
- Where from?
- Where to?



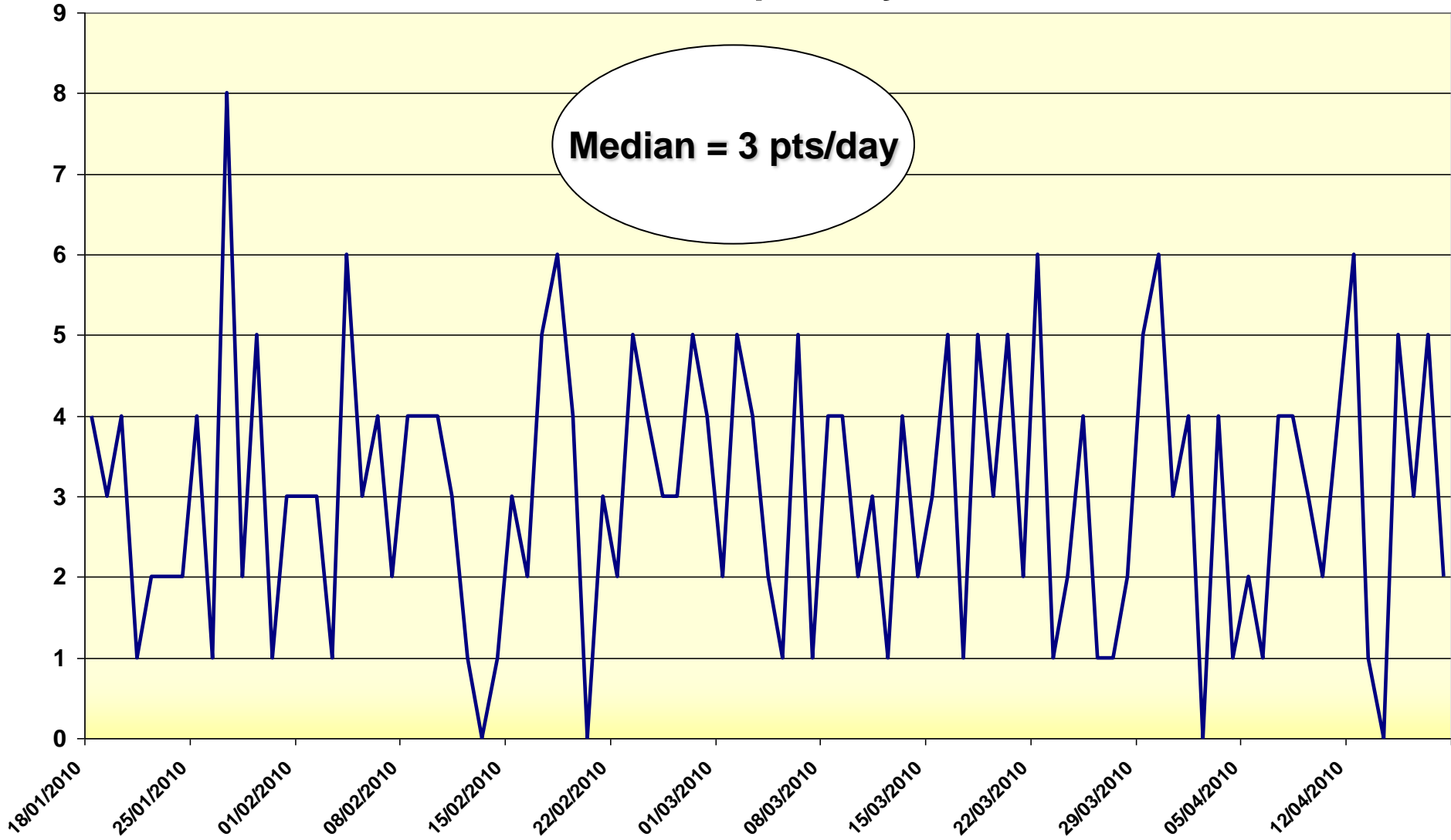
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Count of Patients per Day in ESP

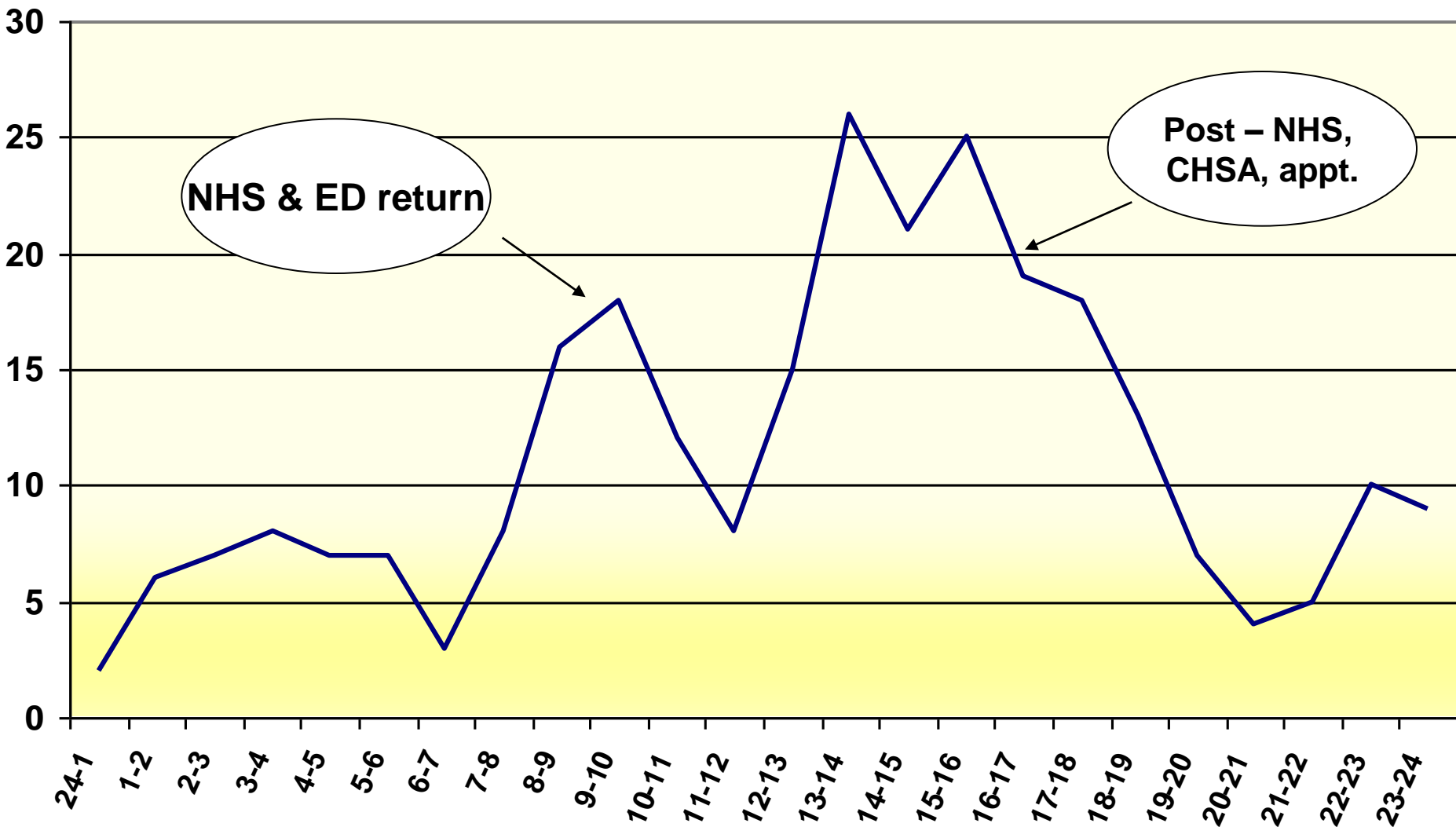


Median = 3 pts/day

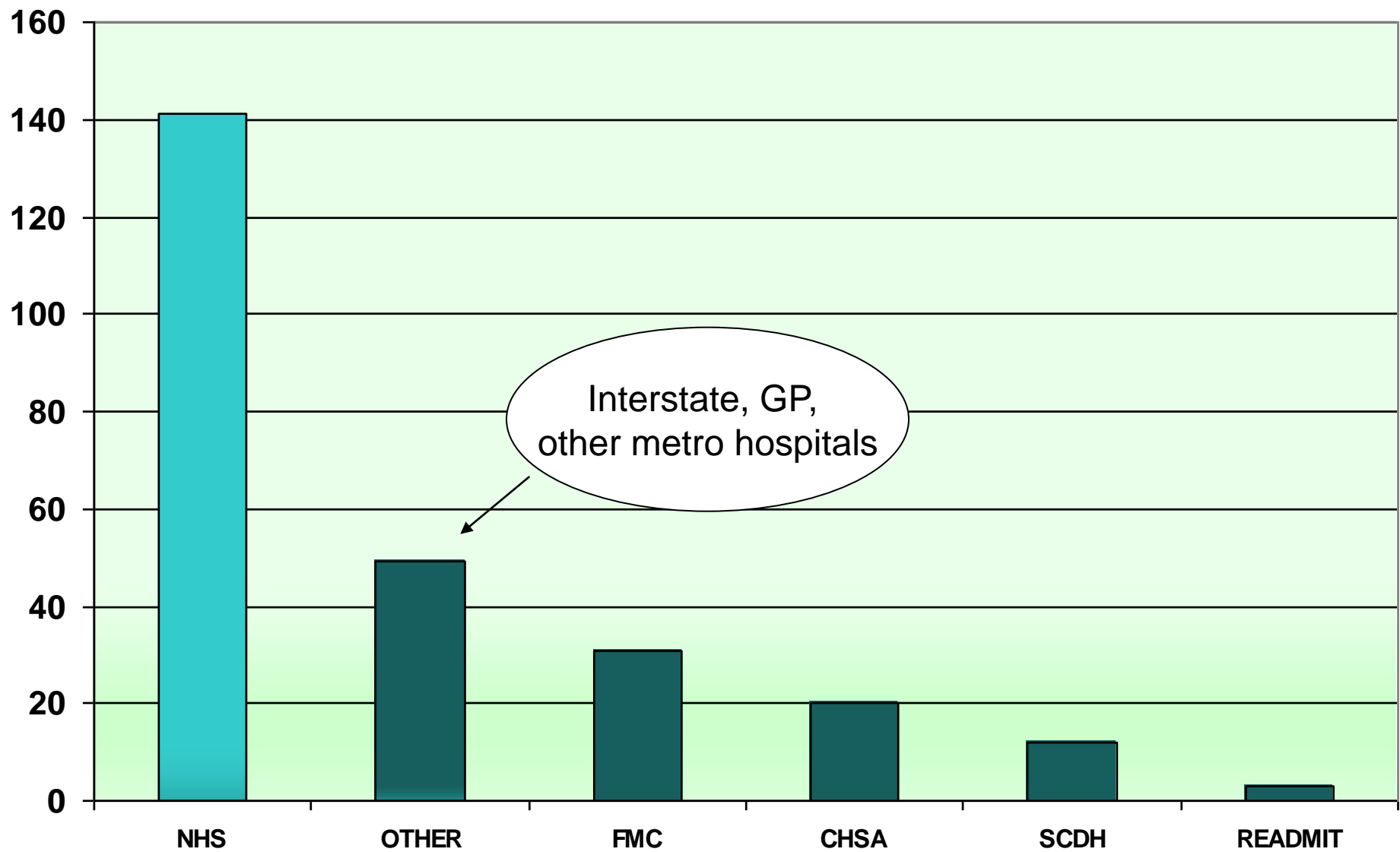
ESP Patient Time of Arrival at FMC

NHS & ED return

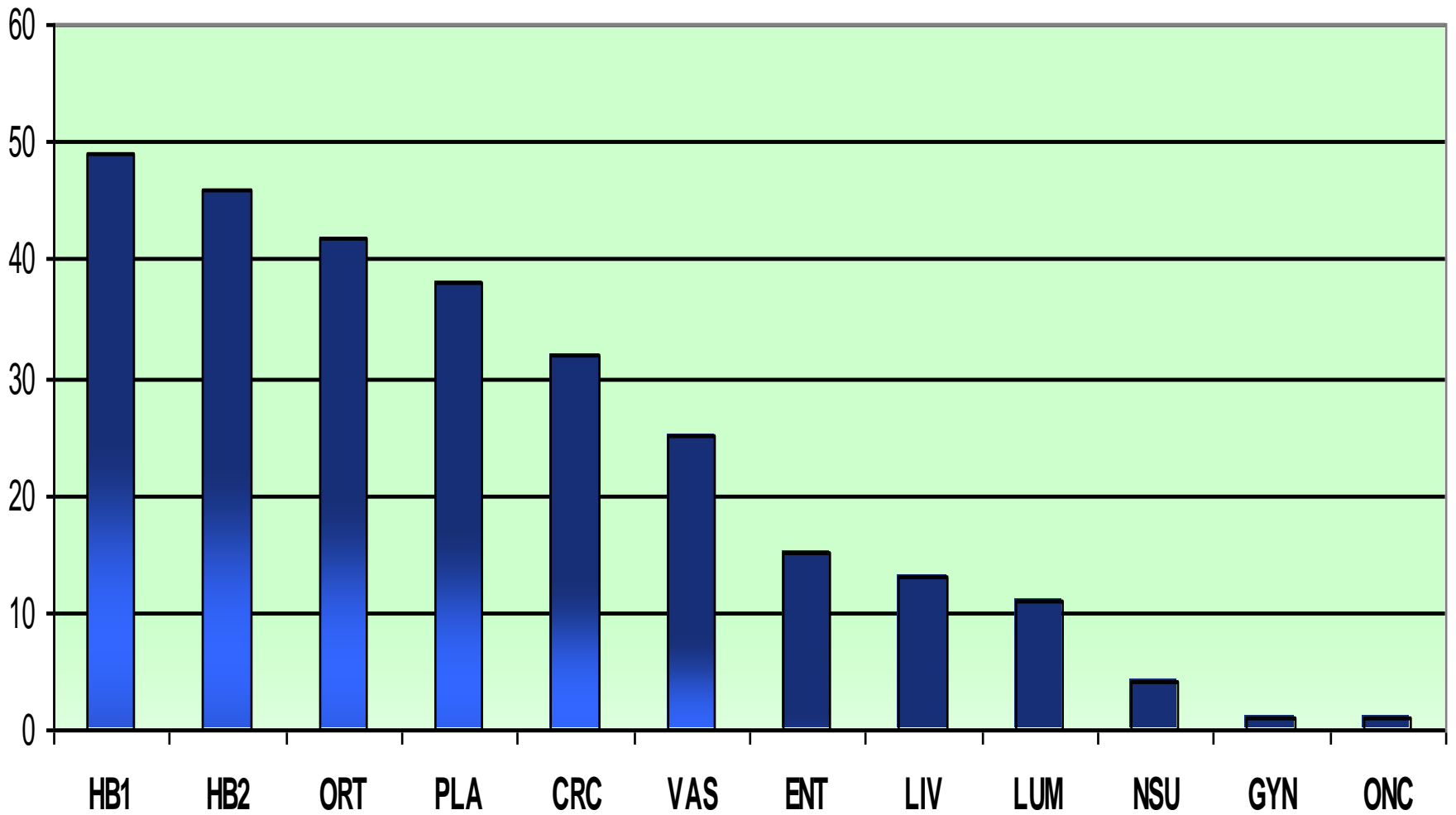
**Post – NHS,
CHSA, appt.**



Location of Patient Prior to ESP Admit



Admitting Unit in ESP



ESP OUTCOMES



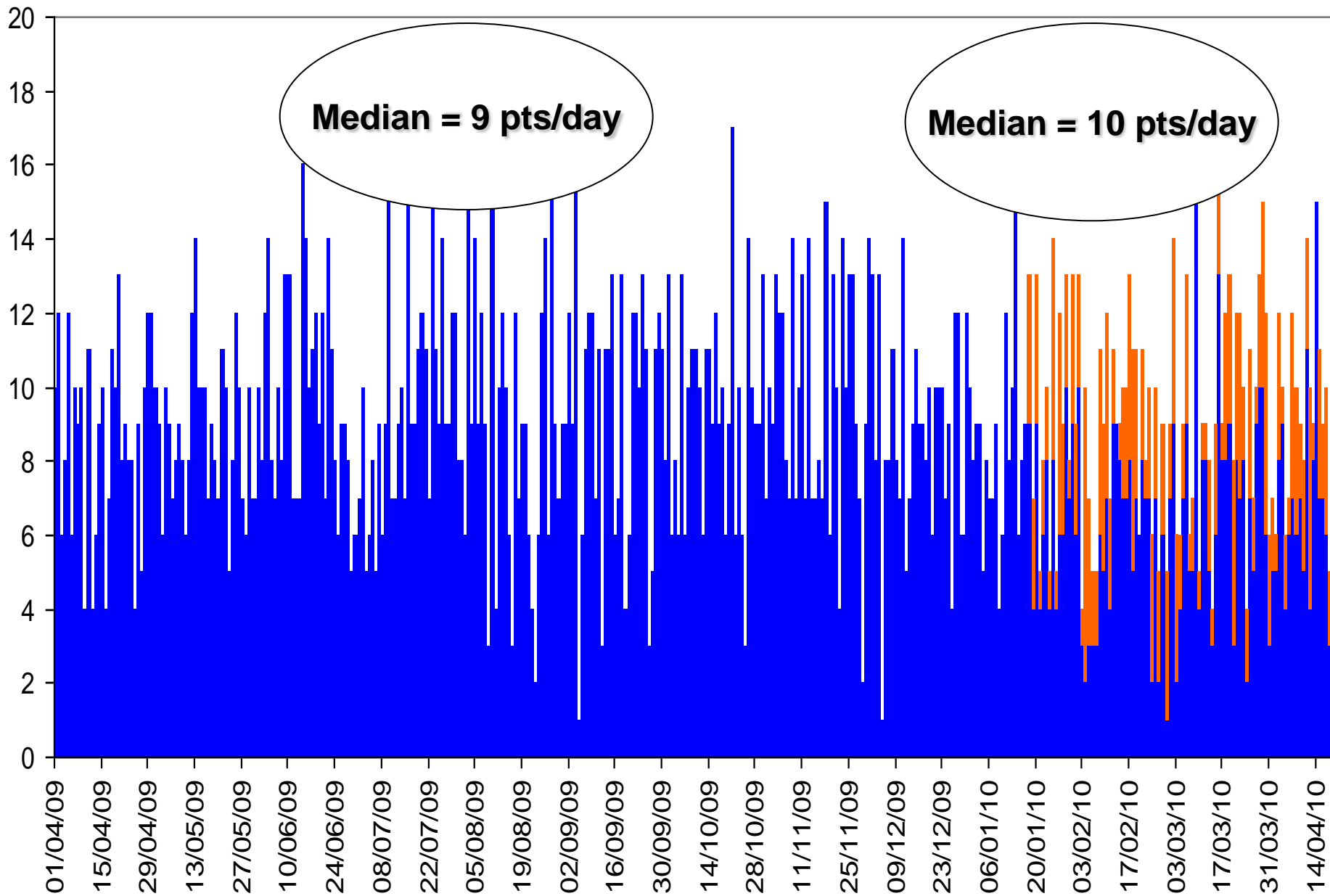
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ward 5D excl transfers from ESP ward ESP





How does ESP improve FMC ED?

- > Median 3 patient less per day
- > 1,136 patients less per year
- > 378 minutes in ED per patient
 - **7156 hours of ED stay avoided**
 - **One ED cubical closed for 298 days per year**



How does ESP improve the Division of Surgery and Specialty Services?

- > 5,920 patients admitted to surgical wards in 2009
- > ESP will see 1,136 patients per year
- > ESP will therefore decrease the number of surgical patients in the ED by 16%
- > Without any extra staff!

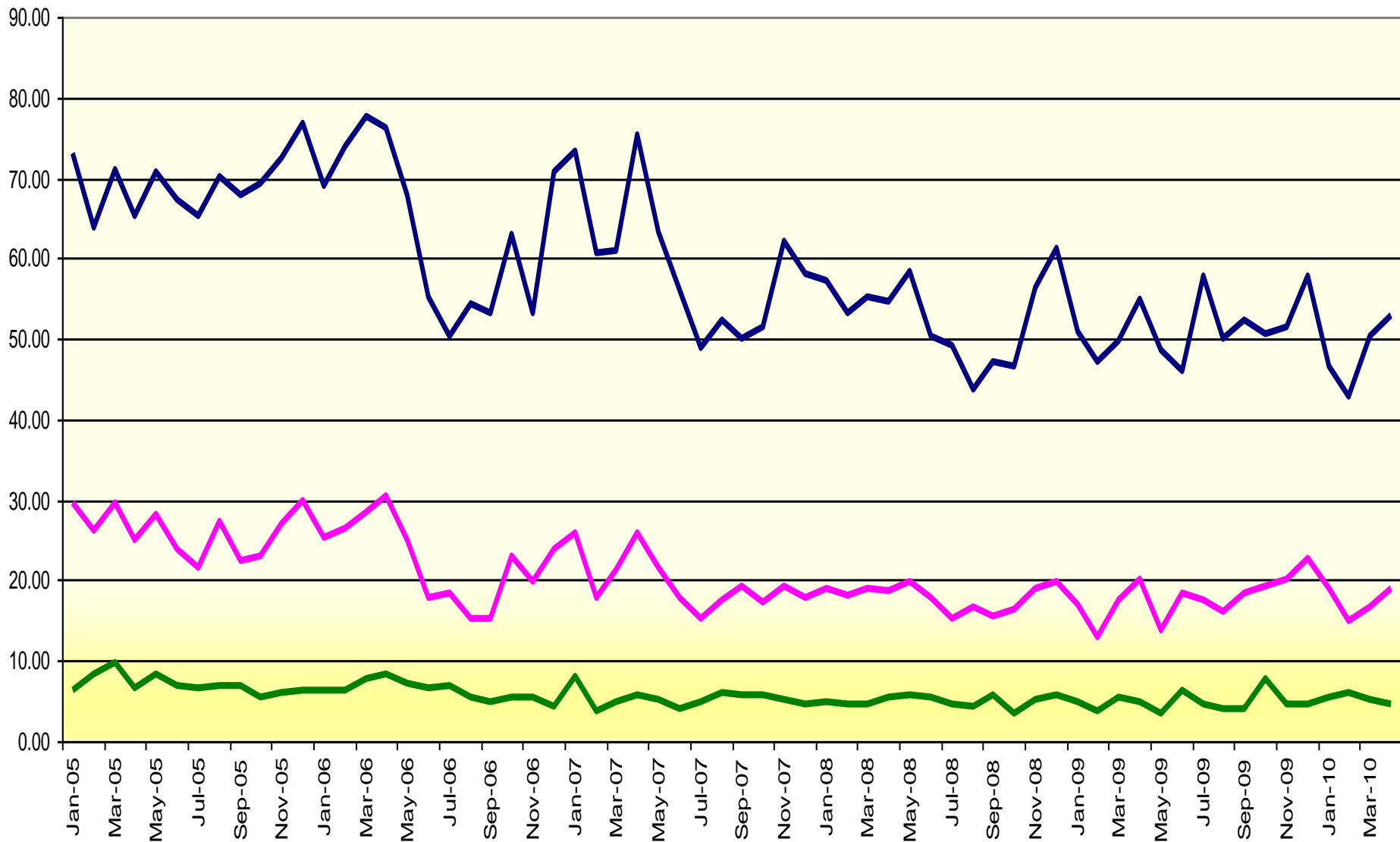


How does ESP improve FMC?

- > 15,498 adult pts admitted during the trial via ED (not including HDU, ICCU, MH or W&C).
- > ESP saw 277 patients
- > ESP will therefore decrease the number of patients in the ED by 1.7%

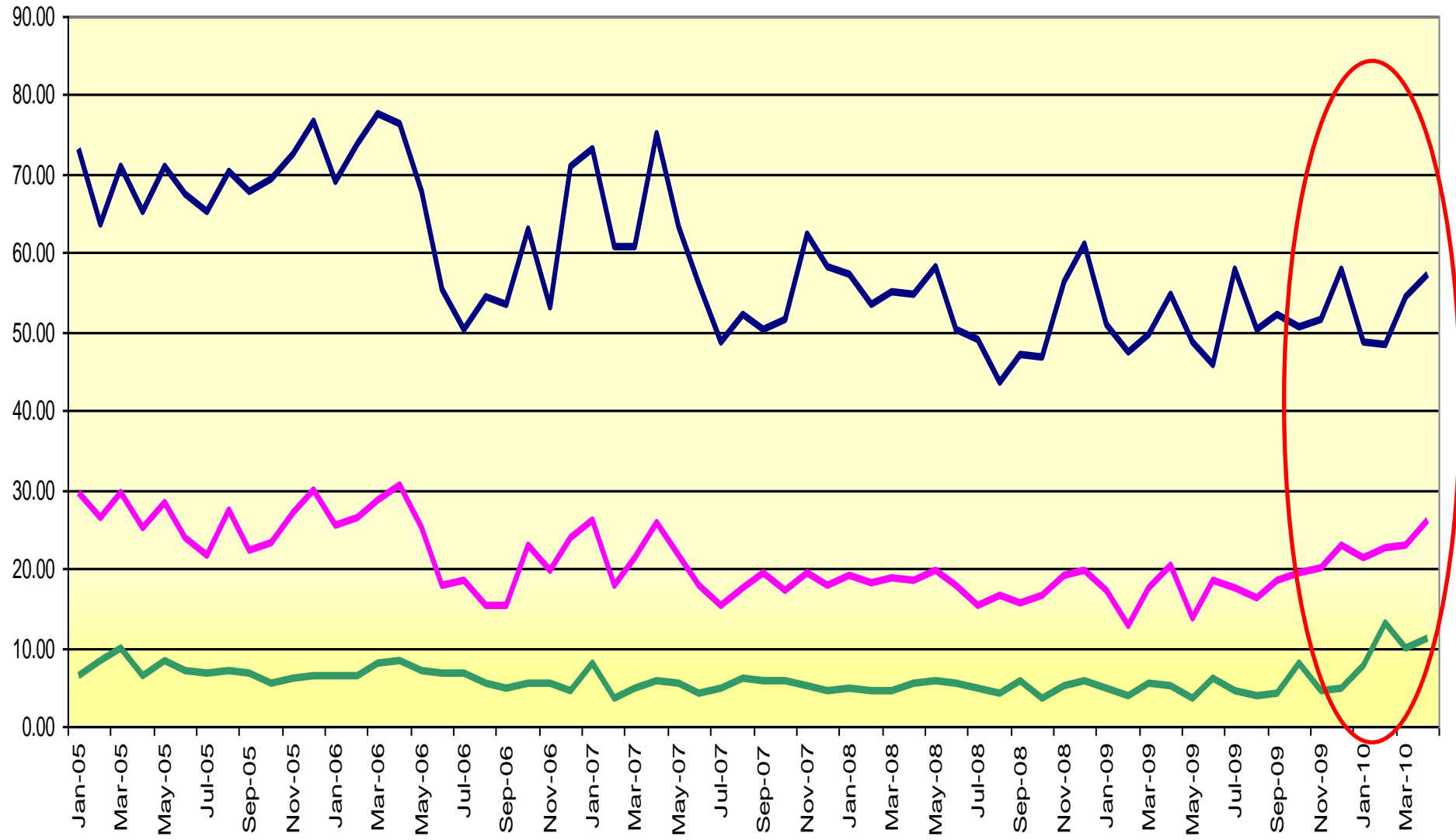
ED LOS of Surgical Patients excluding ESP

— % ED LOS ≤ 8hr — % ED LOS ≤ 4hr — % ED LOS ≤ 2hr



ED LOS of Surgical Patients including ESP

— % ED LOS ≤ 8hr — % ED LOS ≤ 4hr — % ED LOS ≤ 2hr





Outcomes

- > ESP has improved the number of patients through ED
 - < 2 hours by 6.7%
 - < 4 hours by 8.7%
 - < 8 hours by 8.9%



Summary

> ESP has been a success!

- Surgical patients are review in a timely, safe and appropriate setting

> Patient satisfaction

- ‘A great improvement on previous admissions’
- ‘I am pleased with the way I have been treated, efficient and organised, thankyou’



Next steps

- To consolidate current practice & 1st time quality
- Continue to orientate new nursing and medical staff
- Improve nursing care to support patients in ESP – NIPP, IV cannulation
- Implementation of ESP process into the SA health strategic plan – direct access pathways



Acknowledgements

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