



A working pre admission clinic *'Rags to riches story'*

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- Background to the clinic delivery change
- Methodology
- Challenges encountered
- Lessons learnt
- Where we are now - the best place?





Seymour District Memorial Hospital



- Acute ward - 34 beds
- Theatre
- Renal Dialysis
- Community Services
- Aged Care Facility
- Ambulatory Care Centre



- Department of Human Services - Quality & Safety Division - Patient Flow Collaborative 11 Project
- Opportunity to address patient flow constraints
- Start of a new journey & beginning





Methods Used

- Rigorous Diagnostics
- Base line data, brain storming, process mapping and identification of constraints, sampling data and patient/carer feedback
- Action development plan identified - replacing the old ways with new ways!



What did we find?

- Walls, doors and yet more doors & walls
- No computer usage
- Dual clinic operations problems
- Conflicting guidance - all visiting specialists
- Procedural difficulties



Challenges & Areas of redesign



- Clinic location
- IT competency survey
- Increased liaison & dialogue
- Staff engagement - 20/60/20
- Patient information & formatting

CHECKLIST BEFORE YOUR OPERATION

PRE-ADMISSION CLINIC (PAC)

- Ring (03) 5793 6100 to make an appointment for the PAC.

WHAT TO BRING?

- This brochure
- Personal details form/Consent form
- Current medications
- Blood/X-rays forms
- Medicare Card
- Urine Sample

DAY BEFORE YOUR SURGERY

- Call: (03) 5793 6100 after 1.00 pm the working day prior to your operation.
- FAST the night before
- NO smoking or alcohol 24 hours prior to the your operation

ON THE DAY OF SURGERY

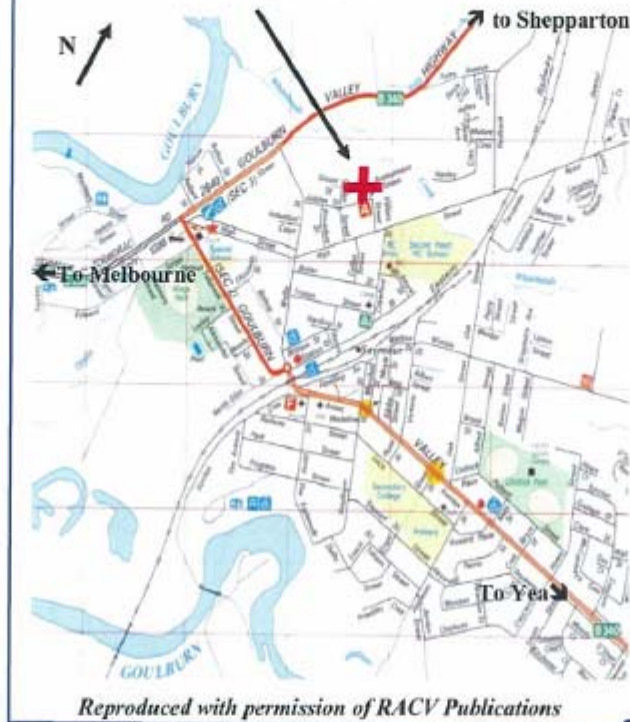
- Shower. Wear comfortable clothes
- Remove all jewellery, including body piercings
- Leave your valuables at home
- NO oral medications (unless instructed). Bring all daily medications
- NO cosmetics, nail polish, fragrances, creams or deodorants

ON DISCHARGE

- Organise a family member/friend to drive you home

HOSPITAL LOCATION

VICROADS Country Street Directory
Map 642, Ed. 6



Phone: (03) 5793 6100

Fax: (03) 5792 4193

Address: Bretonneux Street
Seymour Vic 3660

Postal: Locked Bag 1
Seymour Vic 3661

Email: info@seymourhospital.org.au

Web: www.seymourhospital.org.au



Welcome to
Seymour District
Memorial Hospital
Pre-Admission Clinic

What did we learn?

- No quick fix
- Heinz solution may be best
- Low hanging fruit vs. difficult to reach & out of sight
- Never assume
- Be prepared for surprises





Where are we now?

- Project involvement complete
- All minor procedure patients have pre admission assessment by clinic staff and VMO GP anaesthetist
- Defence patient information now received quicker by hospital and staff emphasize fasting etc clearly -
- Considering re location of clinic again!
- Staff training underway for computer understanding & use
- The Riches & wins - more motivated & engaged staff, better environment and better understanding of some of the organisational impactors
- Losses - Staff change
- Delivering better care in a far better place - not quite the best yet.

Final thoughts

"If you find a path with no obstacles it probably doesn't lead anywhere"



And remember.....

“To stand still is to lose,



to move is to gain,



to change is to grow”

