



# Managing Emergency Demand

Alternatives to the Emergency Department

Fast Track to Radiology

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# Fast Track to Radiology

- A plan to reduce waiting time in the Emergency Department (ED)
- for nursing home (NH) patients
- presenting following a witnessed fall.

# Aim

- To facilitate the fast tracking of NH patients who require medical imaging



# Rationale for a new process

- Category 4s and 5s given at Triage in ED
- Extended waiting time
  - on ambulance trolley
  - for simple imaging after being seen by a doctor
  - for wardsperson to take pt to radiology
  - to be seen by a doctor



# Rationale for a new process

- Increased agitation and confusion during x-ray
- Increased Length of Stay (LOS)
- Regular nursing observation for simple radiology
- Access block
- Preventing avoidable admission to the ED

# Expected Outcome

Co-ordinated and systematic approach to Fast Tracking NH patients

- To reduce waiting time
- To improve patient flow
- To reduce LOS
- To reduce patients confusion and disorientation



# Method

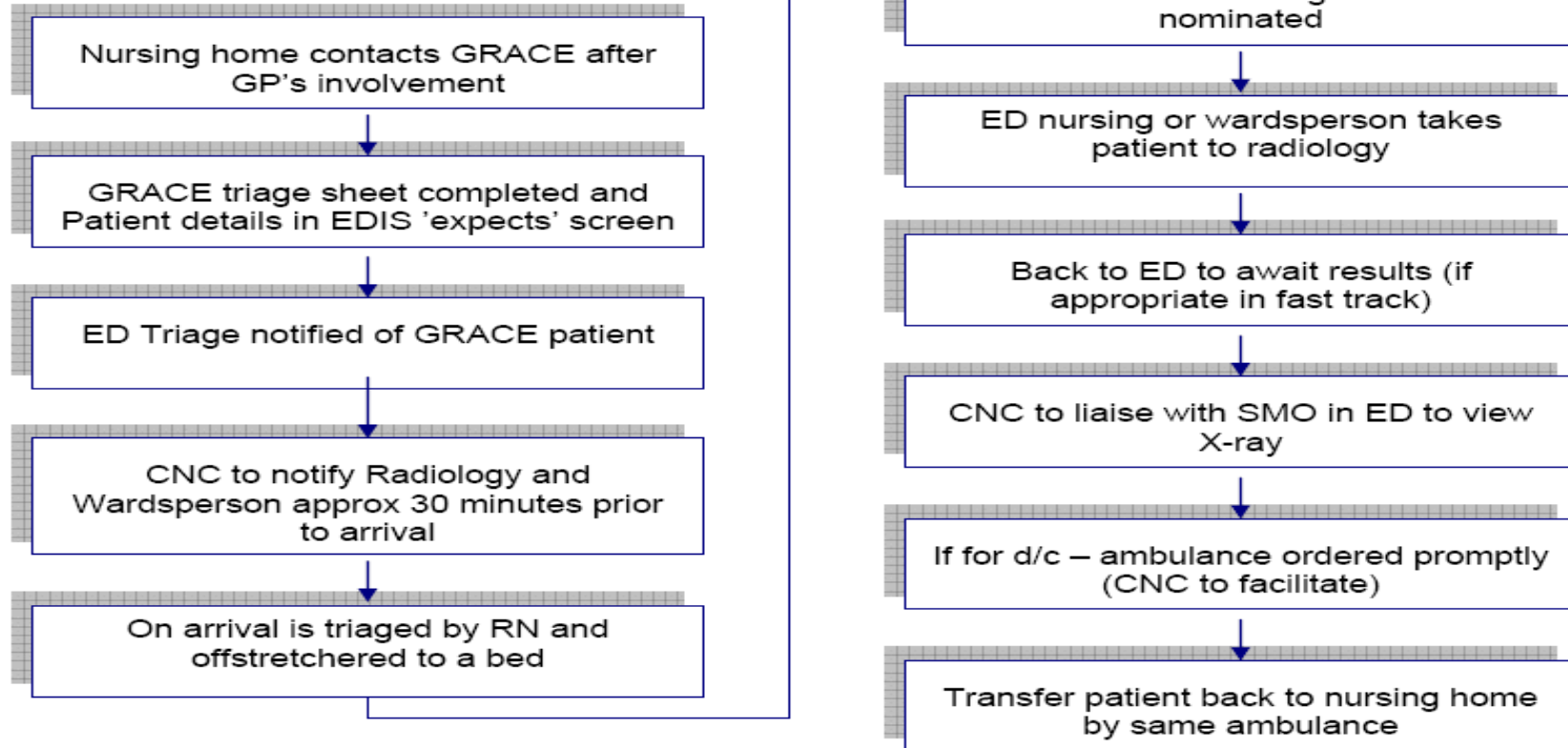
- Data collection indicated that Hornsby Ku-ring-gai Hospital (HKH) has a high number of admissions from NHs and Hostels 2007
- The GRACE CNC reviewed the number of NH presentations (66 patients) for falls and limb injuries (Dec 2007)
- Statistics showed Average Length of Stay (ALOS) in HKH ED for NH patients requiring a simple limb x-ray following a witnessed fall was 5.6 hours per patient from January 2007 to January 2008

# Method cont.

- In December 2007 the process was reviewed
- In January 2008 the new fast track process was developed and piloted for 4 weeks
- In February 2008 the process was evaluated and discussed by a panel of key stakeholders
- Endorsed April 2008 for implementation



# PROCESS FOR FAST TRACK TO RADIOLOGY FOR GRACE PATIENTS HKH – EMERGENCY DEPARTMENT GRACE CNC



# X-ray Results

- X-ray attended
- Senior Medical Officer reviews the film



# Discharge



- Physiotherapist reviews patient
- Patient is safe for discharge
- GRACE CNC contacts NSW Ambulance
- Notifies NH

# Outcome

- Immediate assessment
- No waiting time for medical imaging
- Average Length of Stay (ALOS) of GRACE NH patients reduced from 5.6 hours to 1.8 hours per patient
- Reduced ALOS (hrs per month) by 68%
- 64.6 Hours saved per month
- 4.75 Bed days saved per month

# Outcome cont.

- Reduced extra nursing and medical assessments/ interventions
- Reduced stress to patient
- Reduced falls
- Cost saving

# Case Study 1

Mrs Chan fell out of bed at 0700 hrs, landed on right hand, now complaining of painful right wrist

Seen by GP at 1100 hrs, who requested right hand and wrist x-ray

NH RN contacted GRACE CNC

GRACE Triage sheet completed with patient information

# Case Study 1

- GRACE CNC contacted radiology
- Time given for x-ray
- CNC contacted NH for the x-ray time
- GRACE Triage sheet completed, and ED Triage notified of GRACE pt.
- ED SMO nominated
- Pt arrived to ED

# Case Study 1

- Pt transferred to radiology
- X-ray attended
- Back to ED for review
- GRACE CNC gives the x-ray to nominated SMO for review
- X-ray normal
- CNC organise the ambulance

# Case Study 2

- NH contacted GRACE CNC
- Mr Smith was pushed by another resident yesterday, walked after the fall
- Unable to weight bear today
- GRACE Triage sheet completed
- Radiology notified

# Case Study 2

- Patient transferred back to ED
- ECG, Blood works, observations attended
- ED SMO reviewed the X-ray
- Pt admitted, ward bed given

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