



Improving the Journey of our patient's with fractured neck of femurs



Objectives

- Background
- Expected Benefits and Outcomes
- Implementation
- Role of NOF Liaison Nurse
- Barriers
- Lessons learnt
- Outcomes
- Where to from here?



Background

The Orthopaedic Team Princess Alexandra Hospital is committed to improving the care of our patients presenting with Fractured Neck of Femurs

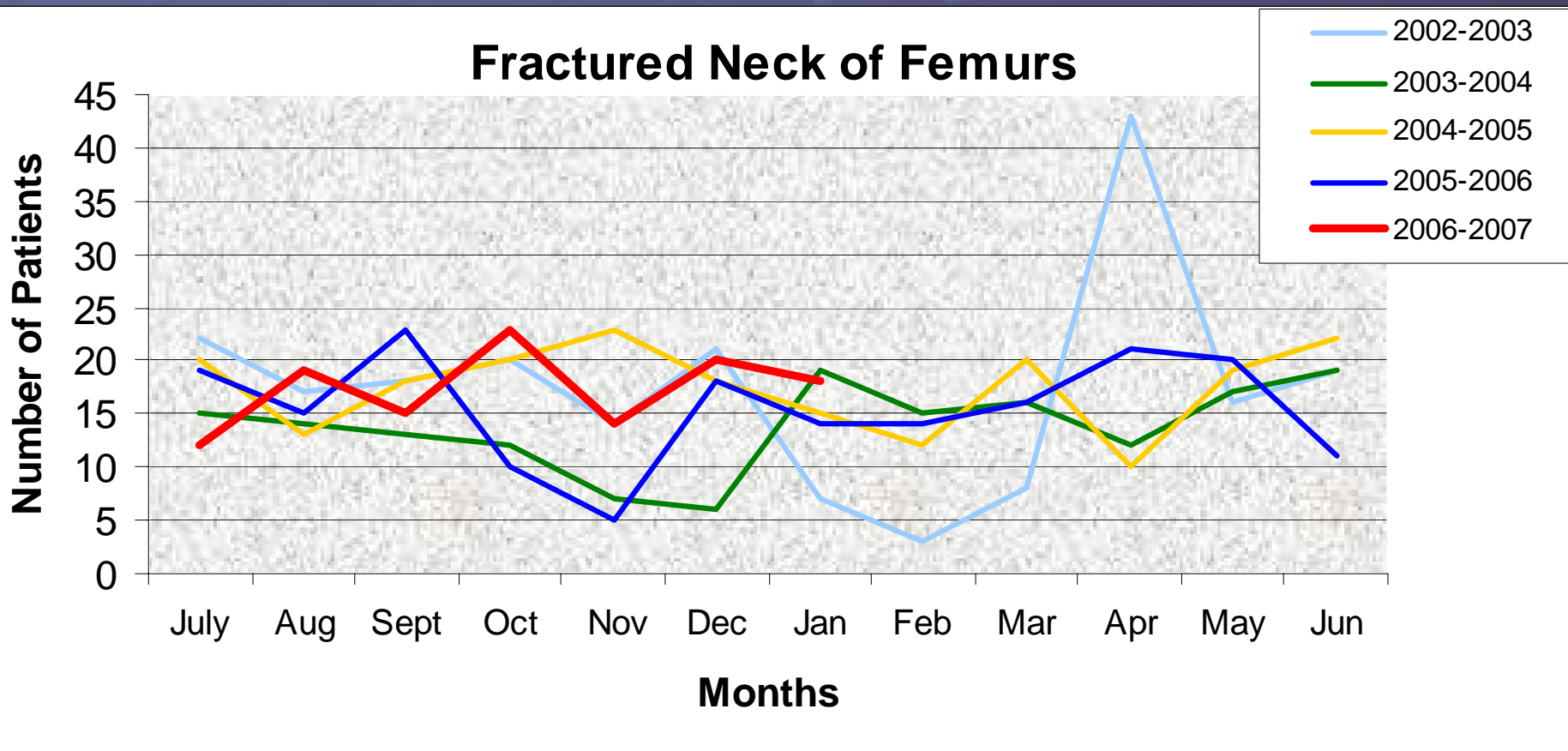


NOF Presentations at PAH

- PA Hospital is a major Tertiary referral centre the Queensland's Southeast
- Orthopaedic shortages at secondary facilities = large degree of referrals
- Bed blockages in attempts to refer patients back to these facilities
- Zonal issue raised regularly



Number of # NOF presentations at PAH





BACKGROUND

2003

QIEP Funding
Identifying need
of improvement

2004

Further
QIEP Funding
To examine process

2004

QLD Southern Zone
Orthopaedic Clinician
Network
Funded Project



FURTHER BACKGROUND

2005/2006
Development
Implementation
And Evaluation
Clinical Pathway

2006
Birth of NOF Liaison
+ Patient Flow
initiative

2007
Sustained
NOF Liaison Role
Funding – Adapt
Clinical Pathway



Why PAH introduced the role

- A subject that was not going away – endorse it
- NOF Patients – Silent voice
- Needed a voice – Advocate





Beyond the Black Stump





Expected Benefits and Outcomes

- Need to improve the overall management of #NOF Patients as –
 - Waiting times for OT and ALOS not comparative with Health Roundtable, National and State average
 - PAH Average waiting times for theatre – 5.6 days
 - PAH Average length of stay – 23.5 days
 - Aim for benchmarked surgical intervention time of 24 hours



Expected Benefits and Outcomes continued

- Improved patient, family and staff satisfaction
- Early assessment and ongoing medical management by the PAH Ortho Geriatric Team
- Improved follow-up care post discharge



Implementation phase

- Committed staff – PAH Hospital Executive / Orthopaedic Directors / NUM
- Key stakeholders identified to facilitate process of improved Orthopaedic Theatre Access for this patient group



Implementation

- Timely
- Challenging
- Identifying issues
- Communication



Implementation phase continued

- Agreement to implement 7am Consultant led surgery - Monday to Friday for a period of 3 months to pilot impact
- Recruitment of a NO2 Liaison Nurse [1.5xFTE] / 5-days a week
- Support utilization of clinical pathway – from ED to discharge
- Provide optimal rehabilitation and follow up

Role of the NOF Liaison Nurse



- An integral role to facilitate the Endeavour
- Point of contact for Emergency Department to streamline admission process
- Communication with surgeons, anesthetists, physicians and theatre staff to facilitate surgical intervention within the benchmarked 24-hour period
- A point of contact for all members of the Multi-disciplinary health care team



Role of NOF Liaison Nurse continued

- Single point of contact for patient and their families
- Clinical teaching / support for nursing staff
- Collection and entry of Geriatric INTERAI tool and data
- Ensure patient care is consistent - #NOF Clinical Pathway



BARRIERS

**NEW ROLE
NEW CONCEPT**

**WORKFORCE
ISSUES**

AGENDAS

EXIT BLOCKS



A Day in the life of a NOF Liaison Nurse..

- 0645 am – Escort #NOF patient to Surgery
- Obtain handover of inpatients
- Review any new admissions and work up for surgery
- 0745 – Discuss Emergency board with Director and Theatre coordinator
- Contact NH, Hostels and NOK



A Day in the life of a NOF Liaison Nurse..

- Gathering Statistics and database
- Performing INTERAI tool's
- Attend meetings
 - Geriatrician meeting
 - Discharge Planning Meeting
 - Family conferences
 - Management Meetings
 - Orthopaedic Theatre Access Meeting



A Day in the life of a NOF Liaison Nurse..

- Clinical Pathway
- Liaise with RMO
- Liaise with Nursing Staff
- Follow up post op care
- Prepare education sessions
- Discharge Planning
- Survey Discharged patients



A Day in the life of a NOF Liaison Nurse..

- Visit Emergency dept – commence pathway
- Obtain patient history
- Obtain OK from Orthopaedic Registrar for surgery and consent
- Reassure / Educate patient and family
- Ensure Pre-op workup
- Book bed and liaise with ward staff



A Day in the life of a NOF Liaison Nurse..

- Discuss with Surgeon and Geriatrician for review and plan
- Contact Anaesthetist
- Book theatre
- Contact Medical Company for prosthesis
- Contact Endocrinologist for femoral head donation



Initiative Outcomes

- Reduction in ED waiting times from 6.3 to 5 hours
- Improved patient flow to inpatient area
- ED support
- Early patient and family intervention
- ISSUE – Presentations outside Liaison hours and/or co morbidities. Workload



Outcomes continued

- Waiting times for OT has reduced from 5.16 days to 2.0 days in trial phase – Today 2.25
- Decreased cancellations
- Improved patient outcomes
- Greater pre operative management
- ISSUE - Sustainability



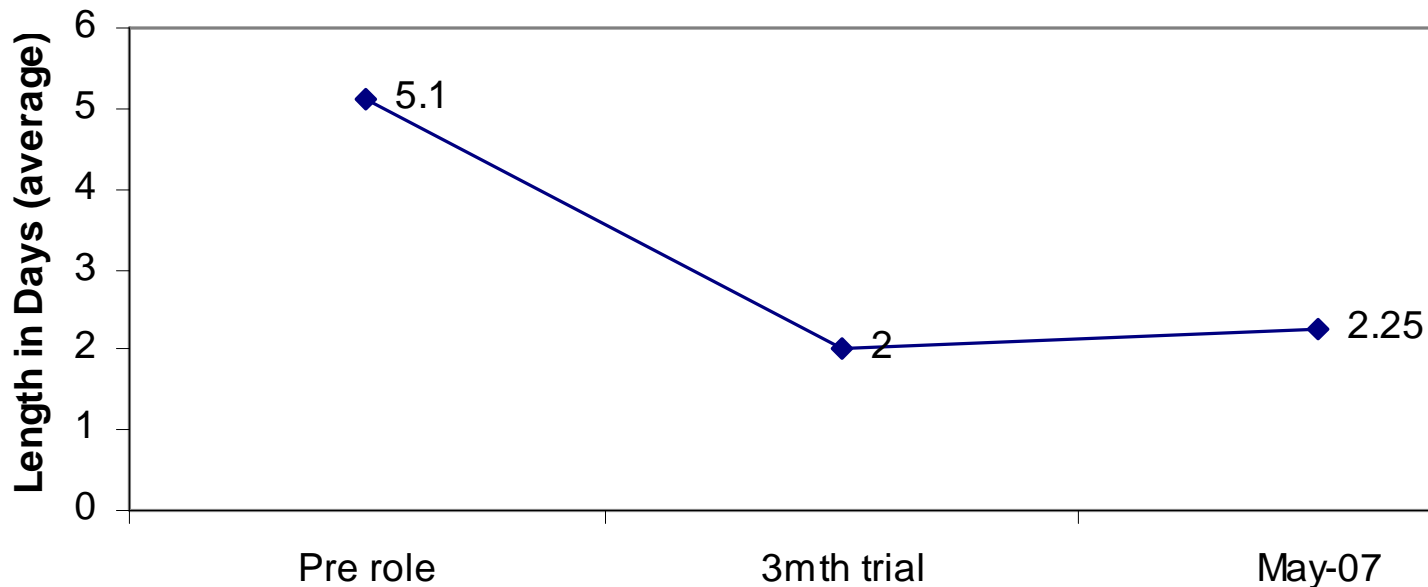
Multi-Team Approach





#NOF Patient Theatre Access

#NOF Patient Theatre Access in Days





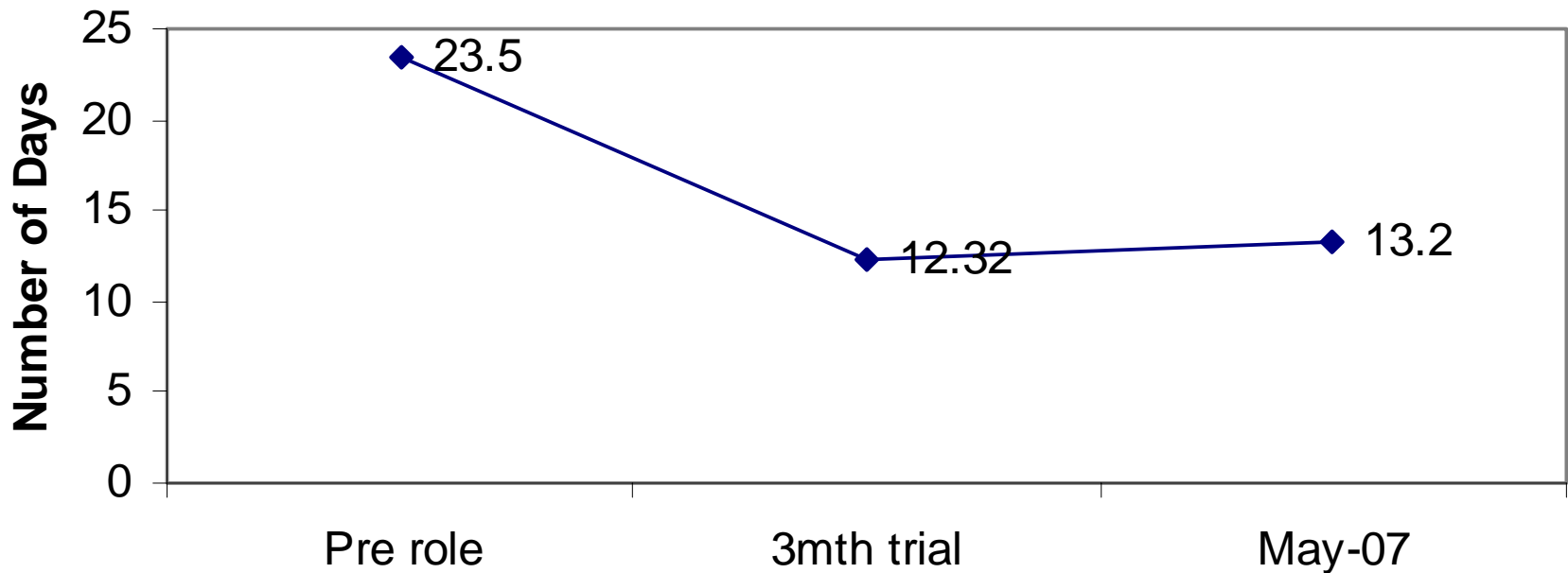
Outcomes continued

- ALOS has reduced from 23.5 days to 12.32 days in trial phase – as of May 07
13.2 days
- Reduced complications
- Greater patient / family satisfaction
- ISSUE – Exit Blocks



Acute Length of Stay

Fractured Neck of Femur Average Acute Length of Stay





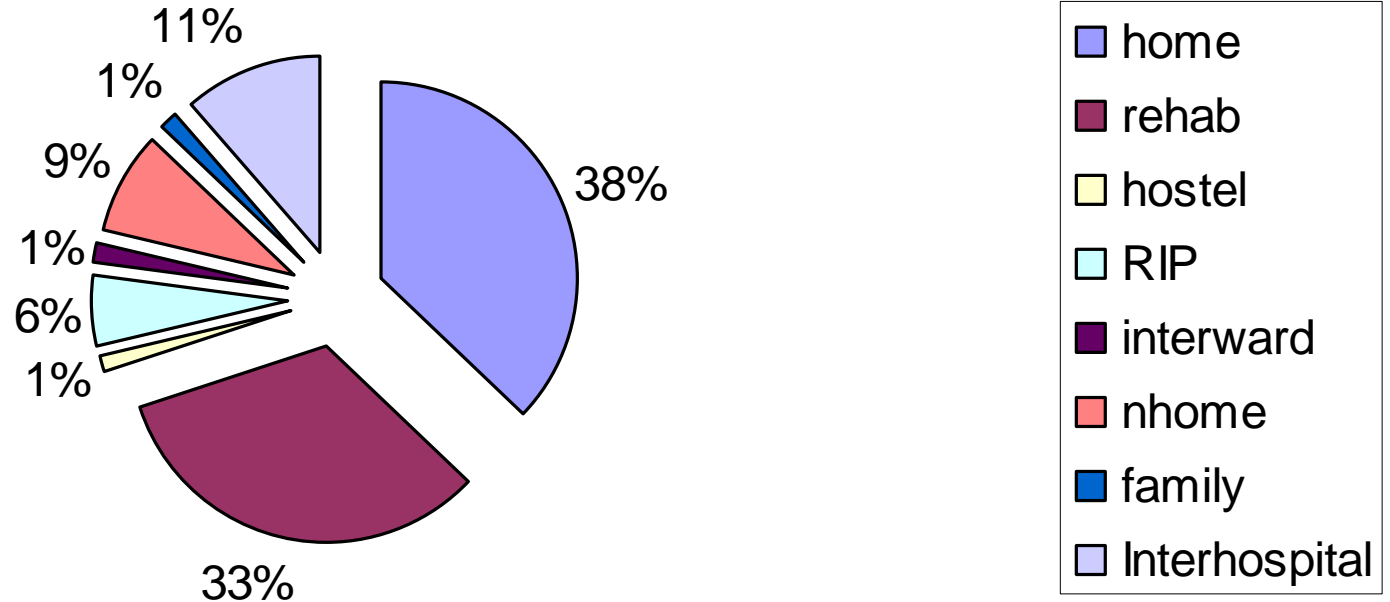
Outcomes continued

- Decrease in 526 OBD's over the period of the pilot (3mths).
- Decrease Bed Blockage – Reduced Outlier numbers (Fractional days reduced by approximately 200)



Discharge Destinations

Fractured Neck of Femur Patient Discharge





Outcomes continued

- Greater Patient satisfaction and Outcomes – Overall feedback
- Improved communication with allied health
- Reduction in patient complaints re: theatre cancellations
- Improvement in staff workload issues



Further Benefits

- Improved emergency board flow.
- Reduction in medical complications (chart audit)
- Improved workload – improved staff morale.
- Increased staff education and satisfaction.
- Decrease in hospital expenditure.



Lessons Learnt

- Committed team !!!!!
- Communication
- All members vital in success of initiative
- What can be done!



ALL are a piece of the puzzle!





Today...

- Secured on-going funding – medical / nursing staff
- Early morning NOF list continues, Monday to Friday with a knife to skin time of 07.30am
- The role of the #NOF Liaison Nurse has extended to cover 7-days a week.
- Further 2 CNs upskilled
- Adaptation of Clinical Pathway and continuous review



Today...

- Identifying usage of osteoporosis treatment
- Albumin comparison
- Endocrine involvement commences
- Ensure issue remains a key priority
- Continuous review of process



Today...

- Maintain communication / support from key stakeholders
- Improving information to patients / family
- Research paper
- Wide Dissemination of Initiative and its Outcomes
- Look at using this process to focus on other patient groups esp. emergency board