

Electronic Patient Journey Boards

Sue Moller

A/Principal Project Officer
Access Improvement Service



The Evaluation Study

- “Install screens into 40 wards throughout QLD to assist with Patient Flow and measure the effects”

Previous ‘Proof of Concept’ - 2 yrs at The Prince Charles Hospital EMU

- using Access database &
- Interactive projector style delivery

Early Decisions

- What type of screen?
- Consider varying size of wards?
- Difficult ward designs
- Patient confidentiality issues
- Non- consistent IT systems in hospitals!
- How to measure outcomes?

Q1 - What type of screen?

- Suitable for 24/7 use
- Commercial grade
- Reasonable weight
- Needs to be in Landscape or Portrait mode
- Compared.... LCD, Interactive, Plasma & LCD/LED

Q2 - Size of wards? Speciality?

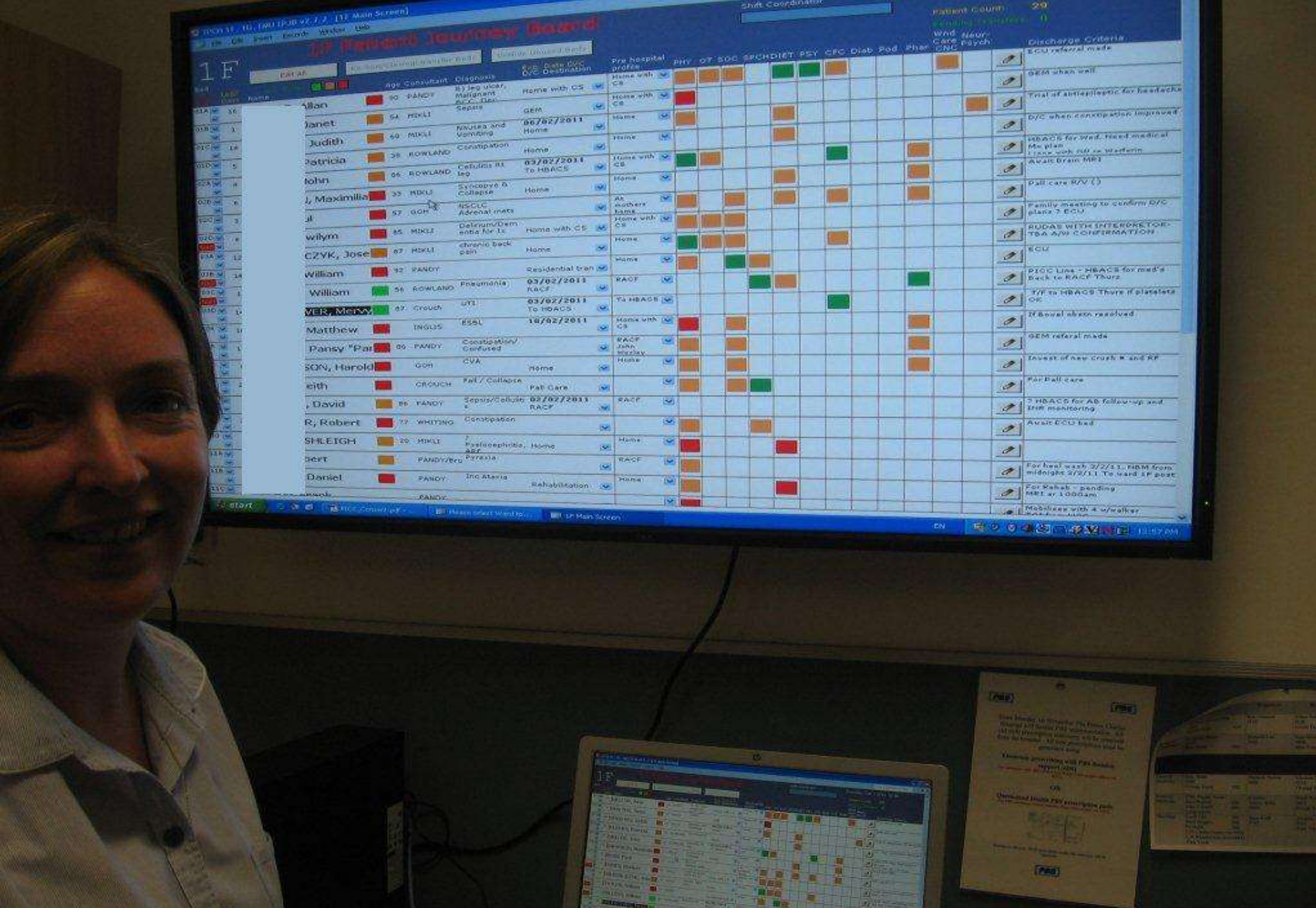
- General Medical – 24 to 44 beds
- Surgical – 24 to 53 beds
- Thoracics
- Maternity – 17 to 34 beds
- Coronary care
- Rehabilitation
- Cardiology
- And soon Paediatrics & ICU as well.



Coronary Care Unit



Respiratory Unit

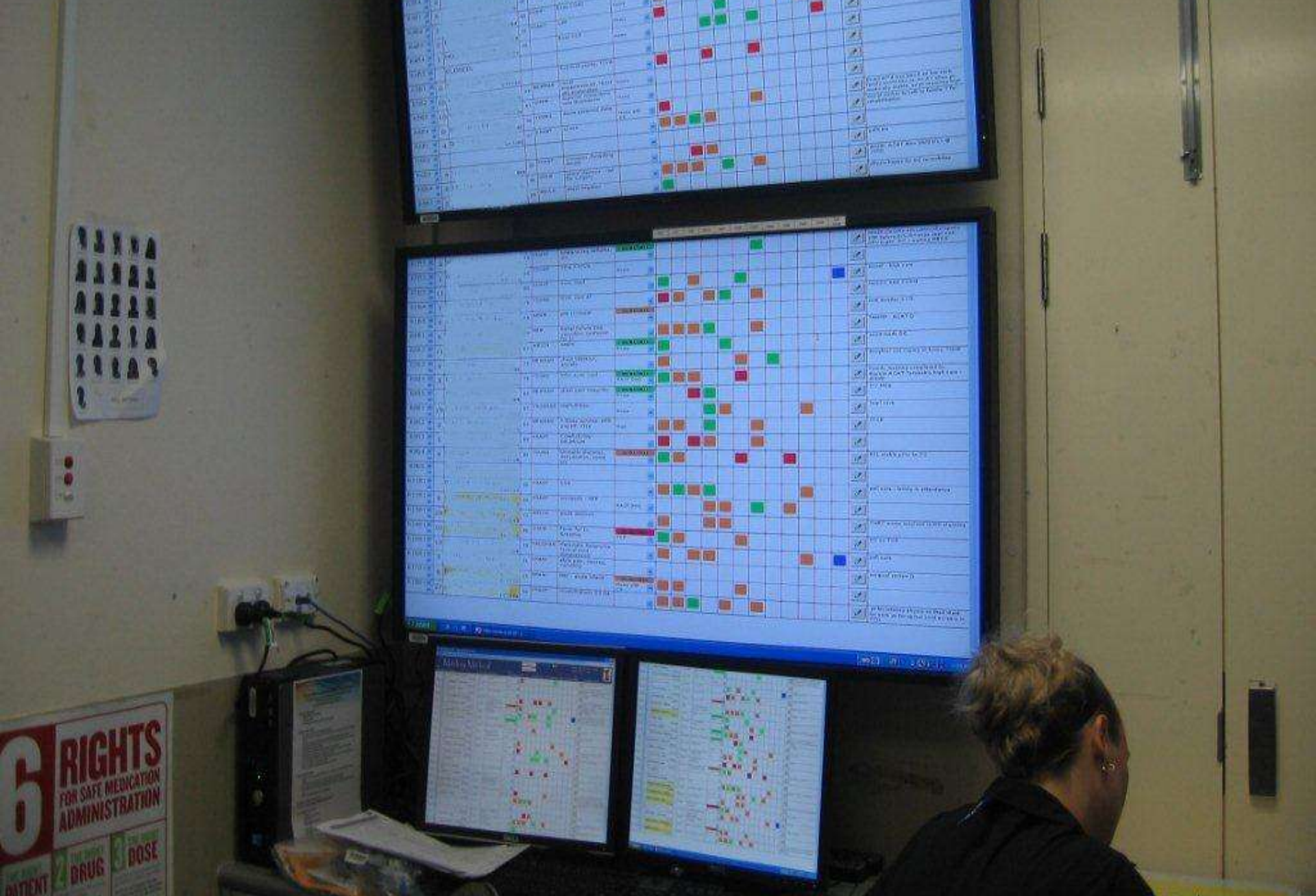


Shift Coordinator: [Name] Patient Count: [Count]

1F Patient Journey Board

Ref	Age	Consultant	Diagnosis	Discharge D/C	Date D/C	Destination	Pre hospital profile	Home with CS	PHY	OT	SOB	SPCHDIET	PSY	CFC	Diab	Pod	Rhar	Discharge Criteria
Alan	50	PANDY	11/10 ulcer, Malignant A.C. Near Rectum	Home with CS		Home with CS												GEM when well
Janet	54	MILLI	Stroke and Vomiting	Home	06/02/2011	Home												Trial of anti-epileptic for basitachs
Judith	60	MILLI	Constipation	Home		Home												D/C when constipation improved
Patricia	38	ROWLAND	Cellulitis Rt leg	Home	03/02/2011	To HBACS												HBACS for med. treat medical Mx plan
John	06	ROWLAND	Cellulitis Rt leg	Home	03/02/2011	To HBACS												Close with out a warfarin
J, Maximilia	33	MILLI	Syncope & Collapse	Home		Home												AVAC Brain MRI
Jl	57	GOR	ASCLC Adrenal mets	Home with CS		Home with CS												Pall care R/V ()
wilym	45	MILLI	Delirium/Dementia for 12	Home with CS		Home with CS												Family meeting to confirm D/C plans 2 ECU
CZYK, Jose	07	MILLI	chronic back pain	Home		Home												RUDAS WITH INTERKORTOR-TBA A/W CONFIRMATION
William	92	PANDY	Residential trian	Home		Home												ECU
William	56	ROWLAND	Pneumonia	RACF	03/02/2011	RACF												PICC line - HBACS for med's back to RACF Thurs
VER, Merwyn	07	GROUCH	UTI	To HBACS	03/02/2011	To HBACS												3/11 to HBACS Thurs if platelets OK
Matthew	00	INGUS	ESBL	Home with CS	16/02/2011	Home with CS												If Bowel when resolved
Pansy "Pat"	00	PANDY	Constipation/ Confused	RACF John Wesley House		RACF John Wesley House												GEM referral made
SON, Harold		GOR	CUA	Home		Home												Insert of new Crutch W and RP
eith		GROUCH	PAI / Collapse	Pat care		Pat care												For Pall care
David	86	PANDY	Sepsis/Cellulitis	RACF	02/02/2011	RACF												3 HBACS for AB follow-up and INR monitoring
R, Robert	77	WHITING	Constipation															Avac ECU bad
SHLEIGH	20	MILLI	7 x Haemophilia, ABC	Home		Home												
bert		PANDY/ECU	PERIODIA															
Daniel		PANDY	Inc Ataxia	Rehabilitation														For best wash 2/2/11. HBAC from midnight 2/2/11. To ward 1P post
		PANDY																For Rehab - pending MRI at 100dam
		PANDY																Mobiles with 4 weaker

General Medical ward



Medical ward

Benefits

- Is a very visual communication tool
- Is the 'ward at a glance'
- Enhances Nursing, Allied health, Medical and Administration processes
- Displays 'risks and alerts'
- Can be accessed simultaneously at various networked workstations
- Populates a 'handover tool, that is always current
- Is consistent 24/7

iB		iB - Cardiology Ward										Re-Sort Beds		Edit All		Consultant on call		Shift Coordinator		
Bed	LoS	Name	Age	Consultant	Exp Date of D/C	D/C Destination	Diagnosis	Mobility	TLM	Diet	CCC	CR	Diet	SW	PT	OT	Diab	HF	Wk End Plan	Criteria for D/C
01A	3	JACKSON, Colin	69	RAFFEL	22/05/2011	Gladstone	Unstable angina Independent			Full Thin fluids									CLD	Transport TBB
01B	0	STILSON, John	58	RAFFEL	24/05/2011	Home	Chest Pain Ix Supervise x1		T	Healthy Thin fluids									CLD	
01C		*** MANSON **, Char					Rapid AF		T											TCI from ED @ 1800
01D	5	BARBER, Darrel	54	SMALL	21/05/2011	H/Bay	ACS Independent			Healthy Thin fluids									RMO	? d/c after MPS PM 20/5
02A	5	RAMSAY, Cecil	89	BURSTOW	24/05/2011	Gladstone	Severe AS AF ? AVR Independent			Healthy Thin fluids										work up possible AVR
02B	1	MILTON, Marcia	51	DENMAN	23/05/2011	Home	Syncope Independent		T	Caffeine Free Thin fluids									Reg	
02C	3	McCLEOD, Jose	66	WALTERS	21/05/2011	Home	?NSTEMI Independent		T	Full Thin fluids									RMO	
02D	4	STANLEY, Bruce	88	CHUA	23/05/2011	MOT	removal atrial myxom Supervise x1			Full Thin fluids									Reg	For MOT 18/2 PM list ? t/f Surg ward
03A	5	HAMPSTER, Stephen	59	WALTERS	22/05/2011	Hervey Bay	Haematoma AICD sit Independent			Healthy Thin fluids									RMO	From Hervey Bay
03B																				
03C	4	PETERS, Bruce	78	CHUA	24/05/2011	Home	CP AF syncope Independent		T	Healthy Thin fluids									RMO	
03D	0	####STENT, Jari	22	HFU	28/05/2011	Rehab	DCM Independent		T	Full Thin fluids										
04A	1	RAWLINGS, Ronald	80	PINCUS	24/05/2011	HBACS	Endocarditis Assist			Soft Thin fluids									RMO	HBACS possible ? 23/5
04B	5	DANGERFIELD, Brian	61	RAFFEL	23/05/2011	CCU	Chest pain +ve EST Independent			Healthy Thin fluids										S/W to see Dtr
04C	1	McCLEOD, Janeen	54	NICOLAE	22/05/2011	MOT	cholecystitis crutchers			Healthy Thin fluids										
04D	7	TURTON, Keith	80	BETT	21/05/2011	Home with CS	SOB, Fluid overload W/stick		T	Minced and M Mod thick flui									RMO	
05A		*** ADAMSON **, Nic																		TCI PPC
05B	93	EATON, Betty	82	WALTERS	21/05/2011	Home	DCCV 23/2 W/walker			Healthy Thin fluids									Reg	
05C	3	FARMER, Mandy	83	BURSTOW	21/05/2011	Home	HC/CCF, worsening t W/walker			Full Thin fluids									CLD	Notify family of possible D/C on W/E
05D	2	CRANITCH, Diane	48	RADFORD	23/05/2011	Home	Staph Septicaemia Supervise x1			Full Thin fluids										Lives alone
06A	4	OVERALL, Mervyn	64	HFU	21/05/2011	Home	Colon prep Independent			Healthy Thin fluids										
06B	5	LINDSAY, Peter	48	NICOLAE	22/05/2011	Home with CS	Cardiogenic shock Independent			Full Mild thick flui										For Baxter pumps - CONNECT 8AM Fri 18/5. Baxters in fridge.

Re-Sort Beds

Edit All

Consultant on call

Shift Coordinator

TPCH1B - Cardiology Ward

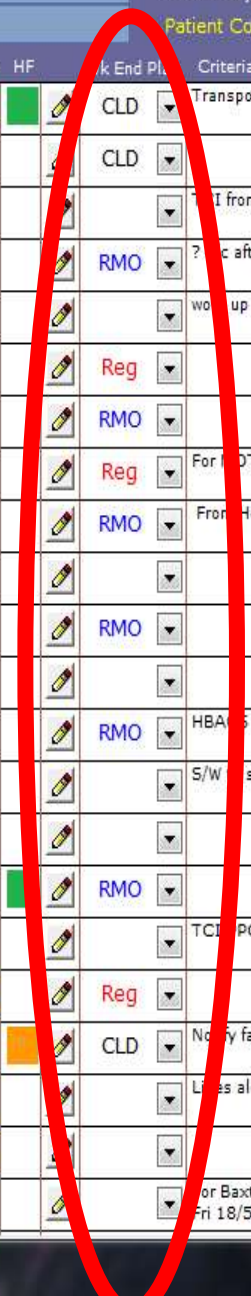
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iB iB - Cardiology Ward

Re-Sort Beds Edit All Consultant on call Shift Coordinator Saturday, May 21 2011, 20:37 Patient Count: 26

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iB - Cardiology Ward Re-Sort Beds Edit All Consultant on call Shift Coordinator Patient Count: 26

D/C Codes: ■ ■ ■

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iB

iB - Cardiology Ward

Re-Sort Beds Edit All

Diagnosis D/C Codes Diet

Consultant on call Shift Coordinator

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Ward 1F

1F Bed Number **13**

Days since Admission **14**



Exit

Back to Main Screen

UR Number: **232323** **Mandatory Field**

Surname: SOFEN

First Name: Karla

Date of Birth: 09-Aug-35 Age: 75.6

Medical Officer: ROWLAND

Source: ED

Admission date time: 28/02/2011 1:00:00 AM **dd/mm/yy hh.mm**
 Readmitted within 28 days?

Exp. date of D/C: **14/03/2011**

Diagnosis: nausea /vomiting

Pre hospital profile: Home

D/C Destination: Rehabilitation

Falls: High

Waterlow: 10-15 At Risk

MST: 2

Diet: Full

Fluids: Thin fluids

Mobility: Ax2 wardies, ESF

Transport: Wheelchair

Key Info: ALLERGY

Cog Screen: 28/30 RUDAS

Precautions: Isolation

Transfer to 1G

To Discharge:

1: Click box

2: Fill in date and time of discharge
 dd/mm/yy hh.mm

3: Click discharge button

4: You will be asked confirm to archive the record then to delete it.

Discharge Patient

Presenting History

nausea and vomiting

leg weakness

rehab for ataxia-resolved

Preadmission Status (Functional, Psychosocial, Comorbidities)

dysarthria, left sided pleural mass

left peritonal vein DVT

bowel resection for polyps

GORD, cholecystectomy

lives with husband

Investigations and Management plan

IV Dexamethasone

GI investigation

? LP

Encourage toileting - Bladder scan done 2/3/11

A/W Neuro r/v.

Criterion for Discharge/Transfer

ACUTE REHAB

Waiting For Sub Acute

- Physio **In progress**
- OT **In progress**
- Social **In progress**
- Speech
- Dietetics **Complete**
- Psychiatry
- CFC **In progress**
- Diabetes
- Podiatry
- Pharmacy
- Psychology **In progress**

Copies: **1** **Print Handover**

Print Patient Transport List

Bed	Name	Age	Consultant	LOS	D/C Date	Diagnosis	History	TLM	IV	Investigation/Tx	Br	BGL	WT	W
04D 86253														
05A 86255	DARKHOLME Raven	71	WALTERS 753753	7		sev AS for TAVI workup			IVC 9/3	CTCA 8/3 for hep when INR < 2.0 (Whold Warf) for echo angio 11/3 ECHO -09/03/11 RFTS 10/3	4			
05B 86256	FROST Emma	82	Rowland 951951	4		Chest Pain F/I	OSA - CPAP, Hypothyroid, L) Mastectomy, Depression, Neuralgia, CRF			?VQ SCAN, USS-to exclude DVT, D-Dimer, MSU, ^PPI, ? Bone Scan- to exclude mets	10			
05C 86257														
05D 86801	BRADDOCK Betsy	48	RADFORD 357357	48		Staph Septicaemia	ACHD, epstyein anomaly, PFO, CVA, SVT (Failed RFA), Aflutter, Diverticulitis		PICC 25/2 IVAB's TWT	TOE- Veg, ?colovaginal fistula Sx R/V > for colonoscopy TBB	0		D	W
06A 86254	GOLD Melissa	40	SMALL 159159	6	10/03/11	SVT-self reverted	Anxiety disorder. Recent adm to Pine Rivers MHU	T		Serial Tpn \ECGs 8/3 dizzy > SVT For CT head 1330 8/3 Echo Edo 11/3	0			
06B 86253	DREW Jessica	30	RADFORD 852852	6		paips	Eisenmengers, Asthma,	T		Tx Meeting 10/3/11 Pt remains undecided RE: Lung Tx 6MWT 9/3	0			
07A 86250	DANVERS Carol	63	RADFORD 654654	5		Chest Pain F/I	IHD & CABGx6'01			RCA graft study 9/3 for PCI to LCx 11/3	0			
07B 86281	POTTS Pepper	21	RADFORD 456456	5		Palpitations	Eisenmengers Syndrome	T		Serial Tns 1ST -VE TLM 24HRS	0			
08 86249	###STARK Tony	65	HTx 369369					T						
09 86248	WAGNER Kurt	61	HTx 147147	14		Diarrhoea	HTx 87, CRF, Hepatic C		7/3/11 IVC	dialysis 10/3 Re-dialysis Sat morn 12/3 FBC Hb 79 Pac cells x 2 10/3 enlarged liver For Permacath RBH 14/3 Time to be confirmed	0		D	
10 86247	CASSIDY Sean	21	RAFFEL 232323	5		Palpitations	Palpitations,	T		ECHO tbb	0			
11 86246	PROUDSTAR John ARP (NFR)	90	CHUA 121212	5		Chest Pain F/I	IHD, ?AS, GORD, OA, B/L Hearing Loss, H/O Subdural haematoma, HTN	T		Bradycardia, cease noten Repeat bloods, monitor HB- TLM O/N RV AM Supportive therapy only night confusion 10/3 > Fall skin tear L)elbow & knee For CT head 11/3				
12 86244	GUTHRIE Sam	90	WALTERS 565656	8		Sev AS workup for TAVI	AS ,IHD, anaemia (PR bleed), ^SOB, PMR, PCI TIA/CVA recent GI bleed			angio11/3-PM list contact precautions ?MRSA in buttock wound - swab sent recent GI bleed Social Work - ACAS referral when medically stable	16			
13 86242	RUSHMAN Sarah	16	HTx 454545			Gastro CMV	HOcm >HTx 6/10, PPM post Tx,			IV Gancyclovir ?Picc line 10/3 For ID R/V Sigmoidoscopy 10/3 NBM 0600- Fleet enema prior on call Endo nurse. Echo Moe 11/3	0		D	

Bed	Name	Age	Consultant	Resus	Mobility	Diagnosis/Presentation	History	Comments	D/C Plans
01A	GOLD, Melissa UR: 123456 Adm:		HUGHES			TIA ?TIA, Speechy Deficait	Lung Ca		TCI from W1B
01B	WALTERS, Jennifer UR: 456789 Adm: 08/03/11	87	PANDY		4ww x 1 assist	Falls Pain Thoracic Spine post fall	Multiple Falls (GEM 1-4-10); old Tx fracture Colon Ca - Resection 35yrs ago Diverticular disease	Analgesia XR MSU ACAT was booked for last Thurs	possibly GEM for analgesia
01C	STORM, Susan UR: 789456 Adm: 13/03/11	94	WHITING	ALLERGY	Assist x 1 single stick	Leg Ulcer Right leg ulcer PR bleed	divercular disease, ischaemic gut 2009, cholecystectomy, hernia repair, IHD, HT, OP, leg ulcer, hiatus hernia	podiatrist dx change 9/3/11, wound swab sent, oral Abs	Referral for ECU
01D	ROGERS, Steve UR: 789132 Adm: 09/03/11	65	WHITING		Independent	for colonoscopy colonoscopy on Thursday at 1400 hrs-prep start tonight	DM- 2(INSULIN),IHD,HTN,Hypercholestro lemia,Ex- smoker,Appendicectomy,inguinal	COLONOSCOPY on 10/3/11 at 1400 hrs	after scope
02A	MURDOCH, Matt UR: 456258 Adm: 26/02/11	89	PANDY	ALLERGY	4ww Ax2	Falls #Ribs, pneumonia, Pain, L)Ankle ulcer	stage -2 PA On ankle,IHD, DM2,HTN, Anxiety,Depression,vertigo,	? fall 9/03 PAIN MX	
02C	GREY, Jean UR: 369258 Adm: 09/03/11	45	GOH		Supervise	post chemo hydration post chemo hydration ?bowel obstruction	metastatic Corectal Ca with liver mets, recent thrombotic stroke	IVF, additional anticoagulant cover if INR subtherapeutic AXR clear fluids	Lives with husband and two children
02D	WILSON, Wade UR: 147852 Adm: 06/03/11	60	WHITING		Assist	Atypical Pneumonia	Myasthenia gravis, DVT, Chronic Chest wall pain, Neurogenic bladder (self catheterises, BPAD on valproate,	IVF	Transfer from ICU - TCI
03A	LEBEAU, Remy UR: 357951 Adm: 07/03/11	78	INGLIS			dehydration dehydration, Mucositis	Liver Ca, HTN, OP,	IVT-Low BP	?D/c Friday 11/3/11
03B	OSBOURNE, Norman UR: 654014 Adm: 26/02/11	93	PANDY		Supervise 4ww	Lethargic generally unwell 1/7	IHD, AF, CCF, COPD, GORD, HTN, chronic renal impairment, chronic constipation, OP		Awaiting ECU
03C	DANVERS, Carol UR: 010101 Adm: 09/03/11	86	WALTON	ARP (NFR)	Assist x 1-2	NSTEMI/APO NSTEMI & APO On Heparin inf & Frusemide	**Eventide High Care N.H** Dementia Valvular Heart Disease, IHD Rheumatic Fever, Hypothyroid	Heparin Infusion Incentive Spirometry MSU sent Daily wts	t/F 1G/1F
04	BANNER, Bruce UR: 565656 Adm: 03/03/11	76	INGLIS	ALLERGY	Independent	Abdo pain & diarrhoea Abdominal cramping pain, Anxiety attacks UTI, constipation	NSCLC Stage III, L) Pneumonectomy	stool sample sent oral Abs	Lives with daughter Family Meeting - 11 March 12.30pm
05	STORM, Johnny UR: 666586 Adm: 07/03/11	76	GOH		Independent	cathetic Cachetic	Subdarian artery stenosis,(stent + baloon angioplasty 2003 +2005.HTN,Menier's disease ,COPD,GOUT, Previous	NGT feeds, daily weights Regular bloods to monitor for refeeding syndrome 4/24 NG flush	PEG insertion 14/3/11
06	DRAKE, Bobby UR: 845963 Adm: 19/02/11	85	MIKLI	NFR	Assist with 4WW	Falls fall, found by son ?How long on ground, CK 1250, skin tears and multiple bruises	Thoracic aneurysm carotid occlusion - carotid endartorectomy, L CVA	Reviewed by Palliative care Awaiting ACAT assessment Cease IVF stool spec	ECU awaiting

Bed	Name	Age	Consultant	LOS	D/C Date	Diagnosis	Weekend	Weekend Plan
02B 86272	MILTON Marcia ALLERGY-morphine	51	DENMAN 345345	4	23/05/11	Syncope	Reg	Please R/V Anglo from Fri night
02D 86274	STANLEY Bruce	88	CHUA 78989	7	23/05/11	removal atrial myxoma	Reg	Chase Chest CT results
05B 86256	EATON Betty Cytotoxic	82	WALTERS 443322	96	21/05/11	DCCV 23/2	Reg	Get collateral from Hervey Bay hosp
01D 86278	BARBER Darrel	54	SMALL 88899988	8	21/05/11	ACS	RMO	Needs script for ? D/C Sunday
02C 86273	McCLEOD Jose	66	WALTERS 768678	6	21/05/11	?NSTEMI	RMO	Please R/V bloods and Rpt INR
03A 86271	HAMPSTER Stephen	59	WALTERS 665544	8	22/05/11	Haematoma AICD site oozing	RMO	Check bloods
03C 86269	PETERS Bruce	78	CHUA 776655	7	24/05/11	CP AF syncope	RMO	Check bloods and order Xmatch if Hb < 80
04A 86262	RAWLINGS Ronald ARP (NFR)	80	PINCUS 665544	4	24/05/11	Endocarditis	RMO	Organise Baxter AB's for HBACS
04D 86263	TURTON Keith	80	BETT 665544	10	21/05/11	SOB, Fluid overload	RMO	Check bloods
07A 86250	GILMORE Valma	85	NICOLAE 009988	98	22/05/11	Palpitations	RMO	Check INR
07B 86281	RUNCORN Joan	94	BETT 987987	8	25/05/11	Atrial flutter	RMO	Check o'night Sats observations.

The current context

- Being funded by the Access Improvement Service
- Being trialled in Acute, sub-acute and rural settings
- Research being conducted by USQ
- Future enhancements are envisaged

❖ *As at 20/5/11, there have been 27 screens across 7 hospitals installed since Feb 8th.*

Patient Flow is 24/7

- People (1st)
- Processes (2nd)
- Tools (3rd)

“The EPJB’s are working very well and I have only had positive feedback to date”Toowoomba CN, 5/11

“So again thankyou for giving us the tools and support to change our thinking and practice”Cairns Manager 4/11

*“Handover is now a breeze, such good information”
.....Mackay NUM, 4/11*

A key thing for me, is the fact I can see from the PC in my office at 0730am every morning, our 3 Medical units, fabulous.....DON Prince Charles Hospital 3/11

Our figures on pt flow are improving, we now discuss our long stay pts every week”Cairns Medical 4/11

Looks great and team is excitedNambour Manager 5/11