

Improving patient flow and waiting times for postoperative Ear, Nose and Throat appointments.

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ENT prior to 2007

- 0.8 Staff Specialist
- 4 VMO with operating time/2 with clinics
- 1 Fellow
- 2 Registrars
- 1 shared Resident



Access to ENT OPD

- No new referrals excepted
- Appointment by Consultant request only
- Emergency referrals



November 2006

- Clinical nurse appointment



Challenges

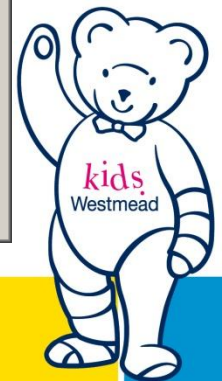
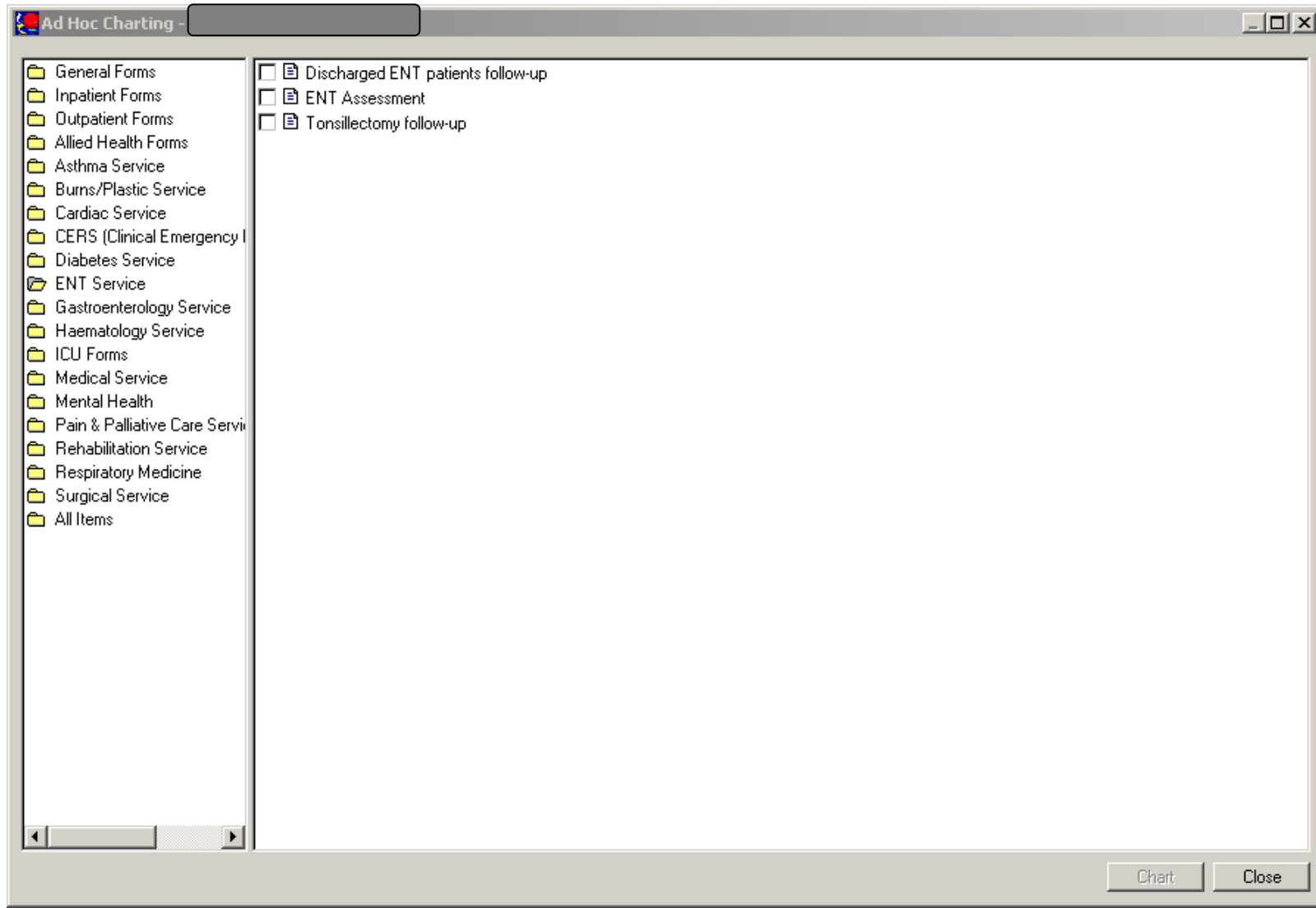
- Improve access
- Presentations
- Streamlining



Adenotonsillectomy

- Large group of non attenders
- How could we improve?





Discharged ENT patient's follow-up

*Performed on: 01/09/2011 1459 By: Trapani, Susan

Discharged ENT patient's phone follow-up

Last reviewed May 2010

This form is to be used for ENT patients who have been discharged from a ward and require follow-up by phone.

Have you been able to contact the family? Yes No

Comment

Who did you speak to? Mother Father Grandparent Sibling Other:

How many days post-discharge? Days

Duration of call min

Have you made a follow-up appointment? Yes No Not Applicable

Follow-up appointment location GP Clinic Medical rooms Allied Health
 Consultant Paediatrician Outreach Other:

Have you been giving the medications you were sent home with? Yes No Not Applicable

Comment

In Progress



Discharged ENT patient's follow-up

*Performed on: 01/09/2011 1459 By: Trapani, Susan

ENT follow-up

Discharge Follow-up

ENT Follow-up

Summary

Medications

Discharge Follow-up

Has your child had any of the following after discharge?

Wound Discharge Fever Other:
 Wound Bleeding Pain
 Vomiting Not Applicable

Has the pain settled? Yes No

Has your child's sleeping improved? Yes No Not Applicable

Has your child's snoring improved? Yes No Not Applicable

Has your child had any voice changes? Yes No

Are you concerned about the voice changes? Yes No

Did your child also have grommets inserted when they had their surgery? Yes No

Comment

In Progress



Discharged ENT patient's follow-up - [Window Title]

Performed on: 01/09/2011 1507 By: Trapani, Susan

Discharge Follow-up
ENT Follow-up
Summary
Medications
Discharge Follow-up

Discharge and referral information

Last reviewed July 2009

Discharge Information

What discharge information did you receive?

Verbal Medical discharge Home care guidelines
 Nursing discharge Fact Sheet No discharge information

Was this information useful to you and your child?
 Yes No

Comment

Referral Information

Have you been referred to anyone else? Yes No Not Applicable

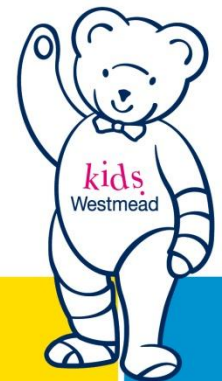
Where have you been referred to? Clinic Allied Health Outreach Community Other:

Referral date and time

Do you have any further questions? Yes No

Comment

In Progress



What next?

- Grommet clinics
- Could they be nurse led?



Training

- Sit in on clinics
- See patients
- Trained by Consultant



ENT Assessment - [Window Title]

*Performed on: 01/09/2011 15:22 By: Trapani, Susan

Ear Assessment

Right Ear

Right Outer Ear Atresia Stenosis Otitis Externa Foreign body Other:

Right Middle Ear

Otitis media with effusion Cholesteatoma Myringosclerosis - symptomatic
 Acute otitis media Grommet patent Other:
 Tympanic membrane perforation Grommet infected
 Tympanic membrane retraction Grommet blocked

Hearing loss type, right ear Conductive Sensorineural Mixed Congenital Other:

Hearing loss severity, right ear Nil Mild Moderate Severe/profound

Right Inner Ear Vertigo Other:

Right Facial palsy Yes No

Right Ear assessment notes

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Left Ear

Left Outer Ear Atresia Stenosis Otitis Externa Foreign body Other:

Left Middle Ear

Otitis media with effusion Cholesteatoma Myringosclerosis - symptomatic
 Acute otitis media Grommet patent Other:
 Tympanic membrane perforation Grommet infected
 Tympanic membrane retraction Grommet blocked

Hearing loss type, left ear Conductive Sensorineural Mixed Congenital Other:

Hearing loss severity, left ear Nil Mild Moderate Severe/profound

Left Inner Ear Vertigo Other:

In Progress



ENT currently

- 1.8 Staff Specialist
- 5 VMO with operating time/3 with clinics
- 1 CNC
- 1 Fellow
- 2 Registrars
- 1 shared Resident
- 1 Secretary



Access to ENT OPD

- Currently for tertiary only
- All referrals triaged
- 40-50 referrals a week



Current improvement projects

- Electronic referral system from ED
- Equity of access across network
- Development of GP resource
- Triage clinic for urgent ENT/Respiratory/Sleep patients



Thankyou!

