



I can see clearly now...

Our

Commitment

A MEMBER OF THE RAMSAY HEALTH CARE GROUP

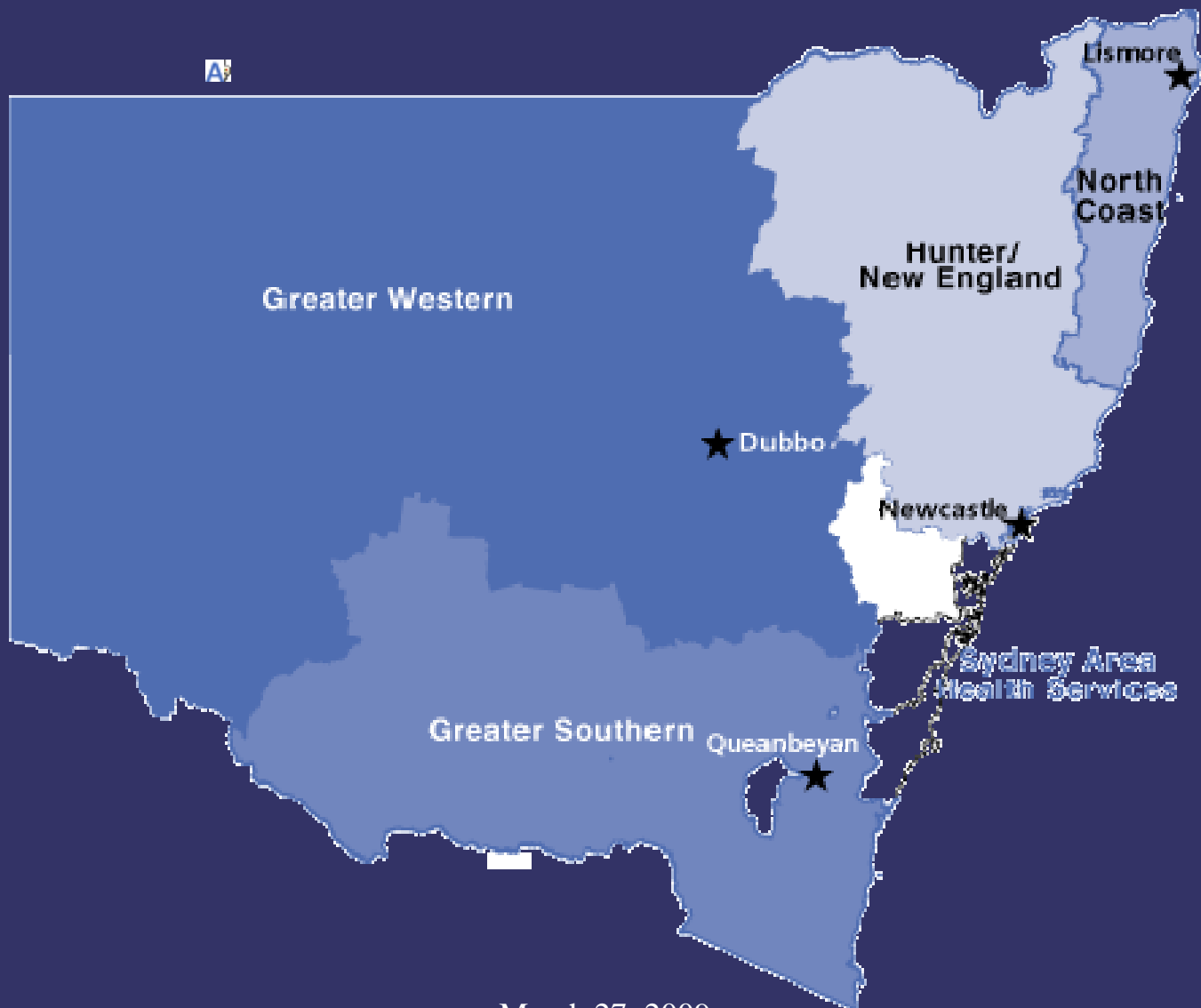


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PRIVATE HOSPITAL

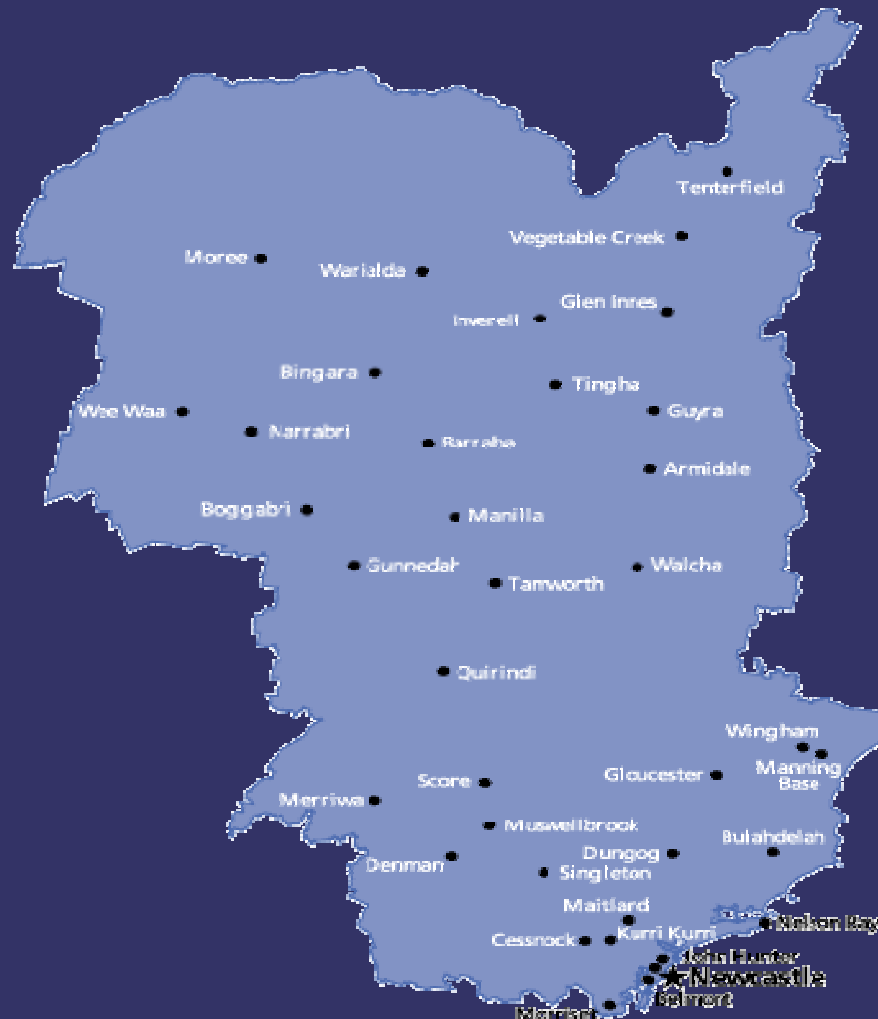




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March 27, 2009





Previous practice.....

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- Based on a medical model of care
 - 7am fast time
 - 11am admission time
 - Commence drops 2 ½ hours prior to procedure



Current practice

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- Based on nursing model of care
 - Staggered admissions
 - Staggered fasting times
 - Commence drops 2 ½ hours prior to procedure



| PATIENTS NAME | DATE | FASTING TIME | ADMISSION TIME |
|---------------|---------|--------------|----------------|
| Jane Phaco | 22/3/09 | 0730 | 1100 |
| Alison Lens | 22/3/09 | 0800 | 1130 |
| Jim Glass | 22/3/09 | 0830 | 1200 |
| Robert Ocular | 22/3/09 | 0900 | 1230 |
| Jill Daft | 22/3/09 | 0930 | 1300 |
| Bill Who | 22/3/09 | 1000 | 1330 |

- Changes discussed with surgeons and anaesthetists prior to implementation.
- Discussion of preferences for fasting times with all anaesthetists
- Copy of fasting and admission times faxed to Drs surgery the day before to ensure all patients are given consistent pre operative information



Reduction in:

- Waiting room congestion
- Waiting time
- Fasting time
- Confusing information for the elderly
- Decreased unplanned overnight admission



Outcomes for Tamara

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- Better services offered by Tamara Hospital
- Less confusion and waiting time for elderly patients and their carers
- Less confusion with post operative instructions for the elderly
- Reduced fasting times for patients



Patient comments....

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“Very efficient”

“Second time was better wasn't so tired from lack of food”

“Better not to have to wait so long when I got to the hospital”

“Took my neighbour for hers and we had to wait an age but this time we didn't wait so long and the nurses showed me what to do with my eye drops”

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