

Health Roundtable

Client Services Board

Organisation Real Name : Central Coast Local Health District

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**HRT 1910 – Imaging & Diagnostics Improvement Group
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Key Problem

- Lack of real time hospital information & reliance on manual communications for patient flow through imaging.
 - Delayed/partial awareness of hospital bed block or ED congestion.
 - No real time KPI's to assist staff with patient prioritisation.
 - Lost productivity dispatching transport when patient is not ready, moved wards etc and no way to record this.
 - Minimal hospital eMR integration for patient location & patient status updates.
 - Minimal RIS access for hospital staff to monitor scans/lack of transparency.
 - Manual identification/communication of patients awaiting imaging for discharge

Aim of this Innovation

- To enhance productivity and decision making with improved data for imaging staff
 - Identify patients waiting for imaging prior to discharge
 - Real time patient location and status (minimise productivity loss)
 - Real time Hospital congestion (imaging response to demand changes)
 - Patient prioritisation intelligence
 - Actual waiting times (live performance indicators)
- To increase transparency for hospital staff
 - Simple tool not requiring RIS access
 - Real time patient tracking (planning other patient tests/activities)
 - Approximate waiting times (preparing patient for scan)

Baseline Data / Current Situation

- Manual prioritisation of scans by Radiographers (wait-time variability, disincentive to admit patients from ED)



- 20-25 scan delays per 24hrs - patients not ready, moved wards after transport has been dispatched.
 - Frequent mis-communications with wards/ED when trying to reschedule delayed scans (additional delays/conflict)

Baseline Data / Current Situation

- 40-50 queries per day by ED Navigator regarding patient scan status/wait time
- Approx 10 patients per week requested for urgent discharge imaging by patient flow
- Inability to quickly adjust priorities/workflows based on hospital congestion
- No data recorded to discuss with ED/wards regarding delays/waiting time impacts

Key Changes Implemented

- Imaging Client Services Board - in development
 - Key electronic communication tool to support enhanced understanding and decision making.
 - Client services board easily accessible on all network PC's for ward/ED patient tracking
 - Record and displays real time patient location and status (minimise transport delays)
 - Automatic prioritisation per modality (key imaging staff can override)
 - Visually indicates hospital congestion (links to escalation action plans)
 - Real time waiting/performance indicators displayed

For example: Below is a mock up of what the 'inpatient Xray' service could look like for Gosford.

Xray										
						Facility BRAG	XRAY BRAG			
Waiting										
Pt Name	Priority	Current Ward	Bed number	Procedure	Destination (Imaging room)	Order Dt/Tm	Wait Time	WC/Bed	Nurse Escort	Comments / Delay reason
pt1	High	ED	Acute 18	CXR	ED XR1	26/04/2018 9:58	0 hr 02	Bed	Yes	
Pt2	Low	K9		4 CXR	Inpatient Rm1	26/04/2018 9:00	1hr 10			
pt1	Low	MAU		10 CXR		26/04/2018 9:58	1hr 10	Bed	Yes	Patient in Shower
In Progress										
Pt Name	Collected Dt/Tm	Return Ward	Bed number	Procedure	Destination (Imaging room)	Completed Dt/Tm	Comments / Delay reason			
pt1	High	ED	Acute 18	CXR	ED XR1	26/04/2018 9:58				

Outcomes so far

- Client Service Board – implementation in progress
- Testing outcomes
 - All transport delays due to ward changes are eliminated
 - Capability to further reduce delays/mis-communications if ward/ED update patient status on board ???
 - Automatic prioritisation tool reduces variability of wait time, but requires refinement to prevent increases in ED TAT's
 - Testing staff awareness of hospital congestion and escalation plans increased
 - Testing ward/ED indicate that patient tracking tool is easy to use and very helpful.

Lessons Learnt

- Tool is likely to be highly specific to sites, transferability is challenging
- Consult widely to avoid frequent changes
- Need excellent engagement with Business Intelligence/IT to access RIS data and integrate with eMR data

Innovation Summary Slide

Title:

Health Service:

Problem: Lack of real time hospital information & reliance on manual communications for patient flow through imaging.

Solution: Electronic Imaging Client Services Board

Results: Tool in development

- All transport delays due to ward changes are eliminated
- Capability to further reduce delays/mis-communications if ward/ED update patient status on board ???
- Automatic prioritisation tool reduces variability of wait time, but requires refinement to prevent increases in ED TAT's
- Testing staff awareness of hospital congestion and escalation plans increased
- Testing ward/ED indicate that patient tracking tool is easy to use and very helpful.

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