

Innovation Poster Session (HRT1608)  
Imaging Improvement Group  
18<sup>th</sup> and 19<sup>th</sup> May 2016

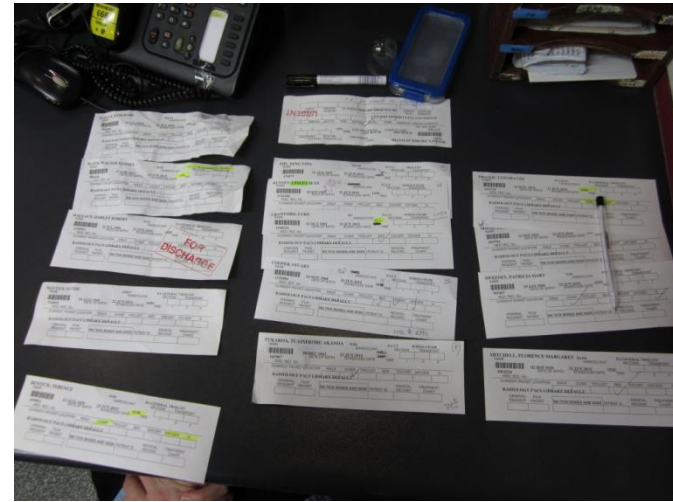
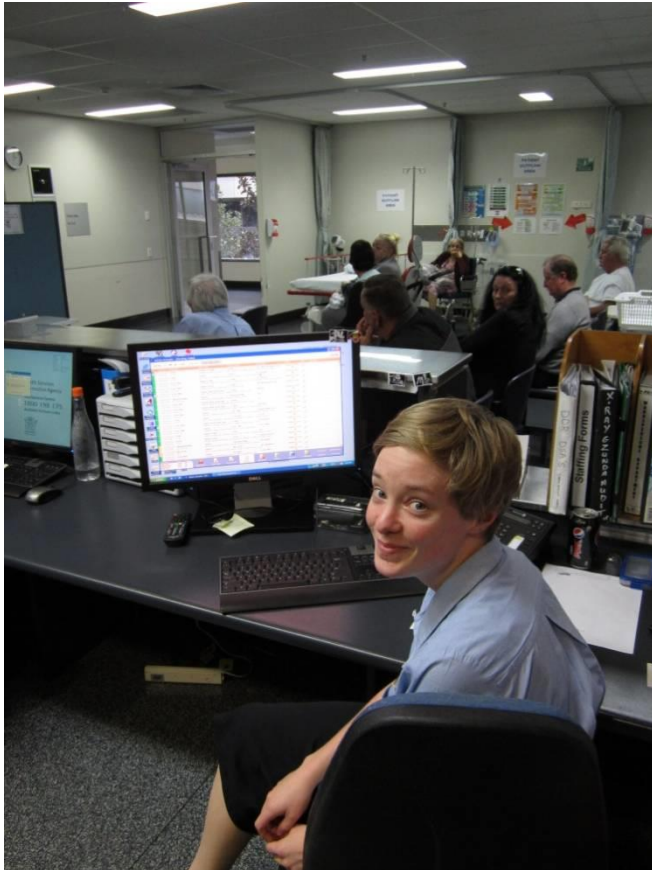


## Implementation of a Digital Patient Transport System in Radiology

Presenter: Angela McNeill

Hospital Code Name : Princess Alexandra Hospital

# Old Process



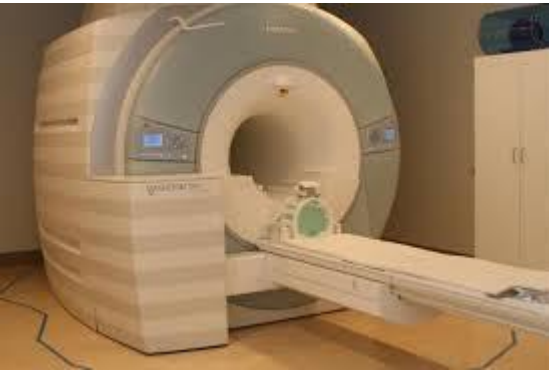
**MAIN WAITING AREA**

Time Patient last call	Surname	Given Name	Age	Sex	Ward	Occupational Status	Ready to Discharge	Type of Engagement	Discretionary Officer	DOH Home Street
7:00	MCCREED	EDWARD	NR	BD	IC	GRACE				ESC
8:00	MCCARTHY	KEVIN	NR	BD	5A	RUSH				
8:10	MERIMAN	ANITA	4	CH	BIEU	GRACE				
8:45	PLATT	MARIE	CT	BD	2DAD	KUSH	7:55	8:35	ANDREW	
8:46	VAN DEN	WILLIAM	CT	BD	RYNE	SINA	8:45	9:45	ANDREW	
8:55	VARCOE	GEORGE	CT	CH	2E	ANDREW	7:55	7:55	GRACE	
9:40	JACHAR	OLIVIA	CT	ST	DPX	EDWIN	10:15	11:20	SHANE	
?	ALTBELL	GEORGE	CT	ST	DPX	?	11:25	11:30	ANDREW	
10:35	CROOKS	ANDREW	CT	BD	2CMJ	GRACE	11:00	11:00	RUSH	
10:45	ROBERTSON	TERENCE	CT	BD	CEM	EDWIN	11:20	11:20	KEVIN	ESC
11:00	BOWDEN	FLANNERY	CT	BD	2C	RUSH	12:45	13:00	EDWIN	
11:00	O'NEILL	ANTHONY	CT	CH	2E	SHANE	13:00	13:00	KUSH	
11:30	LANGLIS	CHRISTINA	CT	BD	2D	TRENT	13:00	13:00	MATT	
11:30	VASLETT	WADE	CT	BD	JCU	KEVIN				
11:36	Morgan	Samantha	CT	BD	2CH	ANDREW	14:20	14:20	ANDREW	
12:00	MCCARTHY	Geoffrey	CH	2E	KUSH	14:45	14:45	?		
12:19	Hugh	Lyndie	CT	BD	CEM	KEVIN	17:00	17:15	ANDREW	
13:30	WINDING	DANIEL	CT	CH	2E	GRACE	14:15	14:15	ANDREW	
14:00	Hillier	WILLIAM	CT	CH	TL	SHANE	15:00	15:00	JANE	
14:10	Fin TIE	NEON BIR	CT	BD	2DAD	MATT	14:45	14:45	KEVIN	
14:10	Loomis	LOREN	CT	BD	5E	KUSH	14:55	14:55	TRENT	
14:40	MCCOY	SHARON	CT	CH	4E	ANDREW	15:25	15:30	EDWIN	
14:40	Lee	REGINA	CT	BD	2C	GRACE	15:20	15:20	KUSH	
14:50	Charles	NEVILLE	CT	BD	1D	GRACE	16:10	16:20	ANDREW	ES C
14:50	Liskes	ROSENA	CT	BD	5A	KUSH	16:30	16:45	ANDREW	ESC
15:25	SULLIVAN	ROBERT	CT	BD	-	-	15:35	15:35	ANDREW	ESC
16:00	Courlay	JOSHUA	CT	BD	2E	KEVIN	16:30	16:35	TRENT	
16:00	ALLEN-SWAIN	FIONA	CT	CH	5B	RUSH				
16:00	ORION	SARA	CT	CH	2AMJ	SHANE	16:30	16:50	NURSE	
16:00	MARTHERAGE	KARELY	W/S	TRU	SECU	"	16:45	16:50	JANE	
16:30	DUNNEGAN	GINDY	CT	BD	5G	16:35	TRENT	17:15	BRADLEY	

G:\RADIOLOGY\ADMIN\ADMIN\Medmap\50\NURSING\0213Main Waiting Area.doc

# Implementation

- ▶ Project was initiated by the Portering Manager and new Director Medical Imaging
- ▶ CARP's working group
- ▶ Identified a need to streamline and quantify patient transport tasks in Radiology
- ▶ Paper based system inadequate- can't interrogate
- ▶ Strategic direction- Aligns with PAH Digital Hospital Project



Average  
66  
Patient  
Transport  
Tasks  
/Day

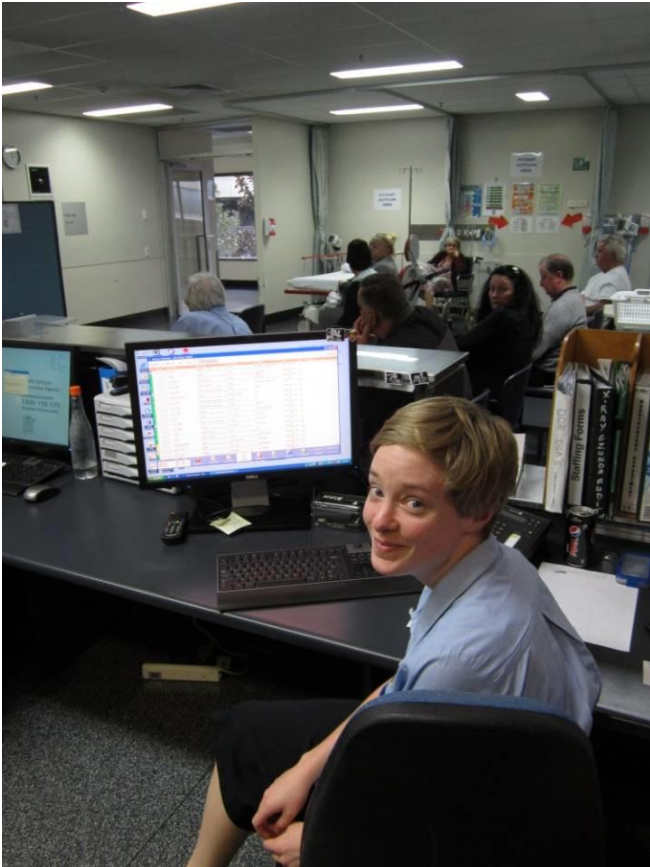


# What we did

- ▶ Phased Rollout- Hybrid System
- ▶ Planning Sessions- Complex/High Volume Areas
- ▶ Revised who performed what tasks within the process
- ▶ Standardised Task Input/ Local Controller
  - ▶ Change Management - Staff (150 Rotating)
  - ▶ Software Limitations
  - ▶ Resource Limitations
  - ▶ Below Scope



# New Process



Carps - [Add New Task] 13:46

Porter Xray Xray Hold

Booked By: X-ray Main

Collect Item / Task: Patient From Location: 3C Cardiac Ward To Location: X-ray Main

Comment:

On Bed+Wait+Return	On Chair+Wait+Return	Walk+Wait+Return	+ Oxy	+ Nurse escort
Pat Slide	Patient Hoist	On Bed	+ Chair	Rdy Now
+ IV	Anytime	Bariatric Wheelchair	Mop Floor	On Own Chair
Fast track	MRSA	VRE	Patient Needs Mask	Respiratory Precautions

Defaults & Easy Add Buttons ...

Task Priority: Urgent, High Priority, Normal, Low Priority, PreBooked

No. of Operatives Required: 1

Include Return Task:

Date/Time to book task: 23/06/15 13:09 Pending Timer: 00:05

Clear Task, Enter Task, Last Task Entered: 5294466

If you have any questions about Carps please call 2888

Add New Task, PreBooked Tasks, Pending Tasks, Active Tasks, Completed Tasks, Administration, Exit Carps

Carps - [Active Tasks] 14:00

Filter: My Tasks (All) Porter Xray Xray Hold

Pri	Task No.	Booked By	Item / Task	From Location	To Location	When	Edit	Operative
	5,294,556	V & IR	Patient on Bed	ZE	V & IR	23/06/15 13:50	<input checked="" type="checkbox"/>	Claude Stevens
	5,294,561	X-ray Main	SWEET, wayne ur#1138603 +Nurse Escort + Charts ON BED *Outbound Task*	Ultrasound-Main	Ultrasound-Main	23/06/15 13:51	<input checked="" type="checkbox"/>	Matthew Jocelyn
	5,294,562	X-ray Main	Patient Hoist	Ultrasound-Main	Ultrasound-Main	23/06/15 13:51	<input checked="" type="checkbox"/>	Kurshid Bulsh
	5,294,267	X-ray	Patient on Trolley back to Wheelchair *1/2*	Ultrasound-Main	Ultrasound-Main	23/06/15 13:55	<input checked="" type="checkbox"/>	Rhonda Merrick
	5,294,579	X-ray	Patient: Wilson, Tony 1150210 On Bed + charts *Return Task*	MRI 1st Flr	ID Ward	23/06/15 13:56	<input checked="" type="checkbox"/>	Jake Mc Kinnon

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Add New Task, PreBooked Tasks, Pending Tasks, Active Tasks, Completed Tasks, Administration, Exit Carps

# KEY CHANGES IMPLEMENTED

- ▶ Modality controlled
- ▶ Replaced transport cards with communication via mobile devices
- ▶ Improved statistical information
  - ▶ Pre CARPS – 66 jobs logged per day
  - ▶ Post CARPS – 217 jobs per day
- ▶ Trial ‘open access’ approach



# LESSONS LEARNT

- ▶ Always expect negative feedback
- ▶ Importance of the multidisciplinary team
- ▶ Success was workload dependent – resource
- ▶ Variations within modalities in achieving goals
- ▶ Nurses love transport cards
- ▶ Identified the need for future software integration
- ▶ Great preparation for hospital wide digital ‘go-live’.

