



# Achieving NOAT targets

**The Townsville Hospital  
Diabetes and Endocrine Centre  
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# Key Problem

- Unable to meet the National Outpatients Access Target (NOAT)
  - Extended wait time for appointment in Diabetes & Endocrine Centre
  - Select group of patients having frequent admissions
  - Only tertiary referral hospital in North Queensland



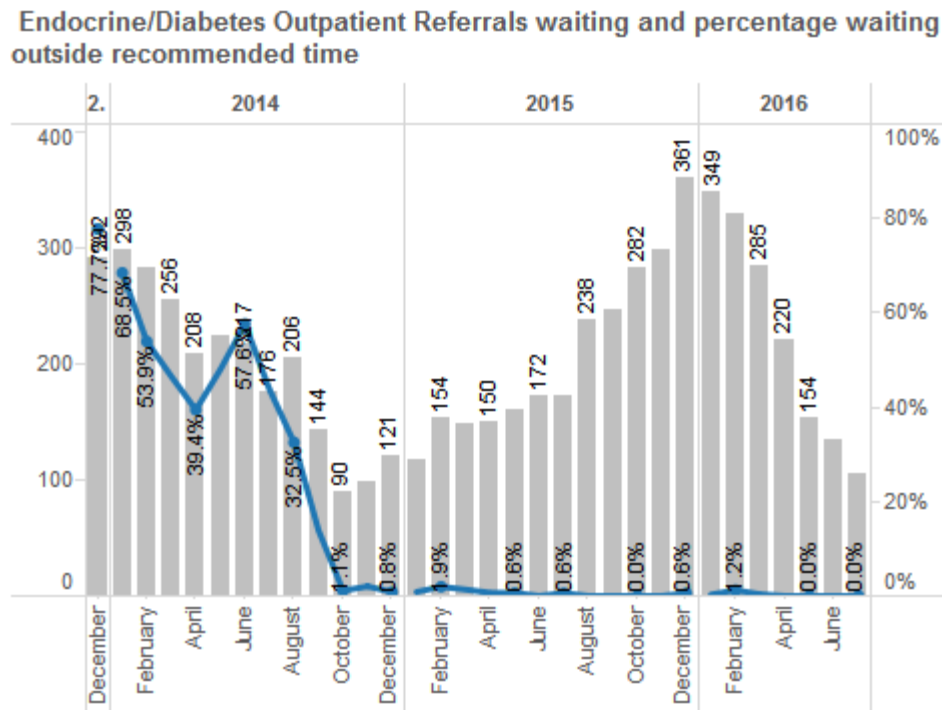
# Aim of this innovation

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- Timely and appropriate clinic appointment for all patients
- Able to meet NOAT target
- Preventing re-admissions
- Preventing ED presentations
- Follow up- inpatient/outpatient ( waiting list behind the waiting list)

# Baseline Data

## Endocrine/Diabetes Outpatients Referrals waiting and percentage waiting outside recommended time



# Key Changes Implemented

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- Patients who did not attend clinic appointment were not rebooked
- Patients offered appointment (invite to rebook via letter)
- If no response to invite- appointment canceled, GP and patient informed
- Telehealth extended to Mount Isa for adults and paediatrics
- Multidisciplinary team approach to patients who have frequent admissions
- Documented team approach to support early and safe discharge from emergency and preventing admission
- Hospital in the Home services to support early discharge

# Outcomes so far

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- Achieved NOAT target and sustaining it.
- Decreased admission of high risk patients ( ED plans, social worker and ILO involvement, CDE)
- Decreased length of inpatient stay
- Improved outpatient waiting times to see Endocrinologists
- Good cohesion in team- built trust

Wouldn't have been possible without the support of people at the reception

Issues need addressing - Hospital in the Nursing home/prevent admissions

# Lessons Learnt

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## It's Possible

### Improved

- Appointment times
  - Outpatient registration to time to consult
  - Able to see all referrals- first come first served based on categorization
  - Clients now phone to rebook
  - Team approach
  - Less chaos- receptionists very happy
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