

NSW Intensive Care Service Model: Staff Feedback

Standardising critical care services in Level 4 ICUs

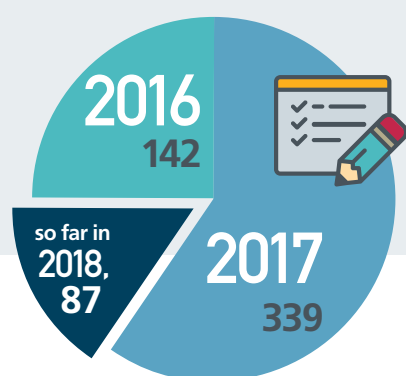
Patients admitted to intensive care are often critically unwell, requiring timely access to specialist care to ensure the best possible outcomes.

The NSW Agency for Clinical Innovation Intensive Care Service Network has developed a Service Model to support the standardisation of Level 4 intensive care services across NSW. The Intensive Care Service Model provides recommended standards for the safe and efficient delivery of care in Level 4 ICUs, incorporating core principles of best practice, to improve the care of the critically ill patient.

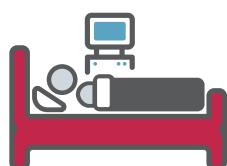
Fourteen sites participated in a 24-month implementation project of the Service Model from 2016-18. Ongoing evaluation is being conducted through regular, ongoing self-assessments against the standards outlined in the Service Model.

The Service Model implementation supports facilities and districts to share achievements, innovations and new processes. This will help to support sustainable, positive changes in rural, remote and metropolitan hospitals, supporting you, the clinicians, to continue to provide the best possible care to their critically ill patients.

Number of completed staff evaluations:



Results show, **90%** of staff rated the level of team work amongst staff that provide care to patients as **Excellent or Good**.



79% of staff rated the level of patient care coordination and planning in their unit as **Excellent or Good**.

84% of staff felt supported to perform their job.



85% of staff felt safe to speak up when concerned.



Benefits



- ✓ Supporting high-quality care to critically ill patients
- ✓ Improving access to 24/7 senior critical care advice
- ✓ Networking critical care resources across the LHDs, NSW and cross borders
- ✓ Significant cost savings and better use of critical care resources
- ✓ Reduction in unplanned admissions, length of stay and transfers of critically ill patients
- ✓ Enhancement of critical care functions across the LHD and NSW.

For more information visit www.aci.health.nsw.gov.au/networks/icnsw