

# Acute Care Taskforce – August 2013

## *Improving the medical inpatient journey*

Co Chairs - Jeremy Wilson / Vicki Manning

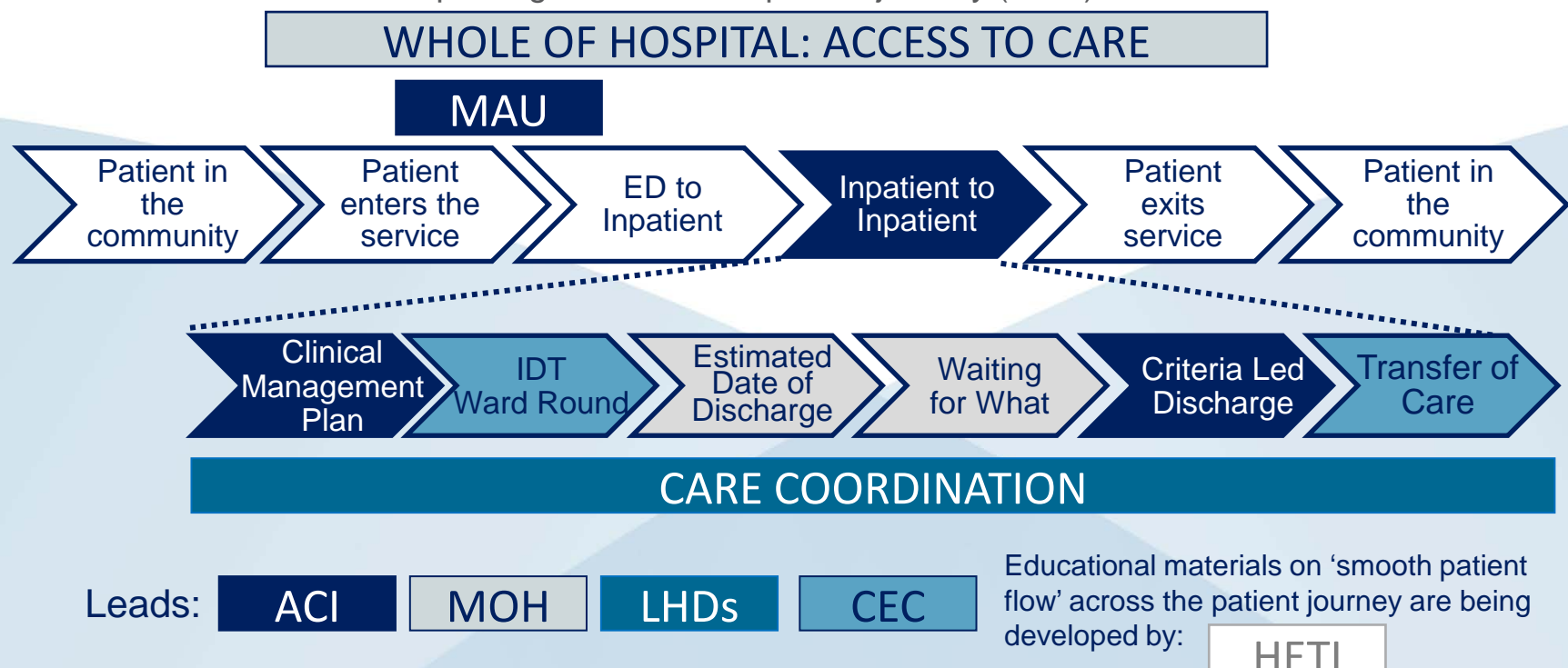
### 2013 WORKPLAN

The Acute Care Taskforce (ACT) is represented by nominated allied health, nursing, medical and managerial staff from Speciality Networks and Local Health Districts. Representation is also included from consumers, the Agency for Clinical Innovation (ACI), Ambulance Service of NSW, Clinical Excellence Commission (CEC), Health Education & Training Institute (HETI), NSW Ministry of Health (MOH) and Primary Health Care, including Medicare Locals.

In 2013 the state-wide ACT will meet quarterly on the second Friday of the month. The remaining meetings for 2013 are September 13 (Leadership and Teamwork) and December 13 (Implementation). An Executive provides strategic guidance to the ACT, meeting monthly on the second Friday (except Mar, Jun, Sep and Dec).

This year ACT consumers, clinicians and managers have been working together to develop solutions for improving the medical inpatient journey. The approach is a collaborative effort between the ACI, CEC, HETI and NSW MOH, with links to the NSW MOH Whole of Hospital Program.

**Figure 1** The Acute Care Taskforce: improving the medical inpatient journey (2013)



### CLINICAL MANAGEMENT PLANS

The Clinical Management Plan (CMP) Working Group (WG) has been developing a resource to support improvements to documenting the inpatient management plan. Testing is due to commence in late August in several sites across NSW.

For more information contact Kate Lloyd, Manager, Acute Care, ACI on 9464 9623 or [kate.lloyd@aci.health.nsw.gov.au](mailto:kate.lloyd@aci.health.nsw.gov.au).

### IN SAFE HANDS – IMPROVING WARD ROUNDS

The Clinical Excellence Commission conducted the In Safe Hands Residential School between 16-19 June. The Residential was attended by units from wave 1 of the Whole of Hospital Program to learn about In Safe Hands and Structured Interdisciplinary Bedside Rounds (SIBR). Participants benefited from the experiences of staff at Emory University Hospital, USA and Orange Hospital, NSW. The CEC is now working with these units to implement In Safe Hands.

For more information contact Wilson Yeung, Program Lead - In Safe Hands, CEC on 02 9269 5571 on [wilson.yeung@cec.health.nsw.gov.au](mailto:wilson.yeung@cec.health.nsw.gov.au).

### CONTACT



## PATIENT FLOW

### *NSW Ministry of Health*

Patient Flow Portal (PFP) Release 3 Stream 2 went live in late May 2013. Improvements were made to the Bed Board, including the ability to view colour coded Estimated Date of Discharge (EDD) in the patient list view. Enhancements to the Waiting for What (W4W) functionality improved the delay reason entry screen, provided the ability to close a W4W reason retrospectively to ensure data accuracy and redesigned the W4W Reports.

Based on feedback from the PFP Survey, further enhancements have been approved to be included in the next release in late 2013. These include a patient search functionality, improved intra-hospital transfer functionality, enhancements to the Predictive Tool to increase prediction accuracy and improved reports functionality.

For more information contact Melinda Pascoe, Principal Policy Advisor - Patient Flow Portal, NSW MOH on 02 9424 5924 or [patientflow@moh.health.nsw.gov.au](mailto:patientflow@moh.health.nsw.gov.au).

### *Health & Education Training Institute*

A Subject Matter Expert Group has been convened to develop a blended education resource on smooth patient flow. It has been decided that the resource will be a foundation one that will address the roles of staff across all designations in supporting patient flow. The foundation module will be delivered in late September 2013 and it will be decided subsequently if additional modules are required.

For more information contact Rhonda Loftus, Whole of Hospital Program Lead (HETI) on 02 9844 6533 or [rloftus@heti.nsw.gov.au](mailto:rloftus@heti.nsw.gov.au).

## CRITERIA LED DISCHARGE

The Criteria Led Discharge (CLD) WG has been developing a resource to support the implementation of CLD. This resource includes a draft CLD:

- framework
- protocol with guiding principles
- competency statement
- template

Testing of this resource is due to commence in late August in several sites across NSW. For more information contact Kate Lloyd, Manager, Acute Care, ACI on 9464 9623 or [kate.lloyd@aci.health.nsw.gov.au](mailto:kate.lloyd@aci.health.nsw.gov.au).

## TRANSFER OF CARE

The ACI Acute Care Taskforce has published a resource to support the bidirectional transfer of care between Hospital and General Practice settings. This resource makes five recommendations to support a more coordinated patient journey:

1. The patient, their family and/or carer is a partner in the transfer of care decision making process.
2. Clear, succinct communication is essential. Electronic communication is the preferred method; supplemented by verbal communications for complex or urgent issues.
3. Medication reconciliation should occur at every transition of care.
4. The patient, their family and/or carer must leave the hospital with a copy of their discharge communications, including an ongoing management plan.
5. NSW Health should work to develop the infrastructure across the system to enable GPs to have access to electronic patient results in the hospital.

ACI will now work with the CEC on the implementation phase of this project. For more information on this resource contact Kate Lloyd, Manager, Acute Care, ACI on 9464 9623 or [kate.lloyd@aci.health.nsw.gov.au](mailto:kate.lloyd@aci.health.nsw.gov.au).

### CONTACT

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