The New Frontier

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Building a Healthy Community, in Partnership
Building our Priorities

- Principles
- Models of Care
- Collaboration
- IT Enablers
- Data
Our Challenges

- Environment
- EDIS
- Principles of Care
Our Change Principles

• Patient Centered Care - Patients are the focus. What would we want our patients to experience? Timely, Safe, High Quality, Accessibility.

• Patient Care is a Continuum and not done in “silos”.

• The Right Environment

• Emergency - The role of the ED - Resuscitate, Risk Stratify, Treat. Patients who no longer need ED treatment need to have a timely decision and disposition plan

• Acute Assessment and Admission Unit - Care is clinically handed over. Majority of our ward admissions are via this path.

• Emergency Short Stay Unit - Optimising utilisation
What works

• Engaged Health Service - uniform goal
• Trust
• Communication
• Information
Frankston ED Dashboard

Current Patients

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cat 2</td>
<td>4</td>
</tr>
<tr>
<td>Cat 3</td>
<td>6</td>
</tr>
<tr>
<td>Cat 4</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
</tr>
</tbody>
</table>

Average Time until Seen By Doctor

KPI From 8am to Now

- Admitted < 4 Hours: 74%
- Non Admitted < 4 Hours: 96%
- Transferred < 4 Hours: 
- Total < 4 Hours (NEAT): 86%
- Ambulance % Within 30 mins: 95%

KPI From 12am to Now

- Admitted < 4 Hours: 67%
- Non Admitted < 4 Hours: 96%
- Transferred < 4 Hours: 
- Total < 4 Hours (NEAT): 81%
- Ambulance % Within 30 mins: 79%

Total Patients

Non Admitted Patients - LOS

- Without Plan
- With Plan

Landed Patients - LOS

- Bed Allocated
- Bed Requested

Prepared by Management Information Services (MIS)
Challenges

• Old “habits”- Keeping to our principles
• Consistency
• Surge
• Demand
Acknowledgements