



Improving the Patient Experience in Emergency

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Innovation Project Outline.



Rational for Innovation Funding Submission

Address the 2013-14 priority area – Initiatives to enhance the communication with patients and visitors of waiting times and alternative options to ED care;

2012 BHS Checklist item number 22 - Are there adequately trained staff in the emergency department to communicate with patients and visitors on the likely waiting times and alternative sources for medical attention in cases of non-critical presentations;

2012 BHS Checklist item number 26 - Do your health service's waiting rooms have signage, posters or information sheets communicating expected standards of behaviour.



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The Vision



Objectives

Improve how well the waiting process in Emergency Department (ED) is communicated to patients;

Improve the way the patient experience is explained;

Provide alternate care options for low acuity patients in ED;

Patient focussed expected behaviours;

Patients making more informed decisions about their care;

Support Ballarat Health Services staff in reducing the incidence of violence and aggression towards staff;

Collaboration with Bendigo Health in signage design principles.



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The Current Patient Experience



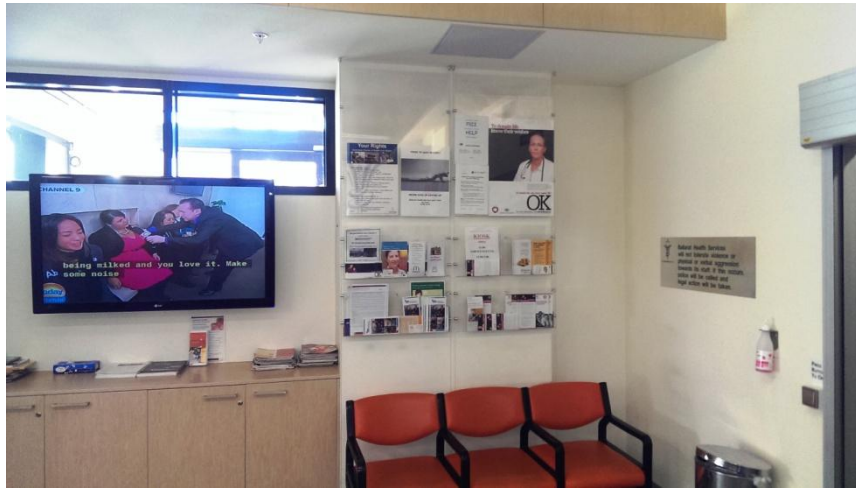
The first 3 messages in the patient experience

“Ballarat Health Services will not tolerate violence or physical or verbal aggression towards its staff. If this occurs, police will be called and legal action taken.”



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The Current Patient Experience



The Visual Environment

Cluttered and messy

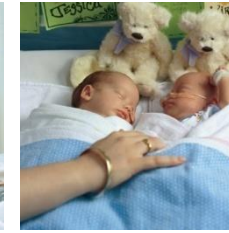
Patient experience unclear

Over stimulation risk



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The Current Patient Experience



Inside the Emergency Department

No visual cues as to what occurs in individual areas

No visual cues as to who may be involved in the patient's care



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Continuous Improvement



Safety Culture Maturity

The V&A signs emerged as a result of a significant incident several years ago where the current state was “Reactive.”

In 2014 BHS is situated around the lower side of “Calculating” stage.



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The Design Solution

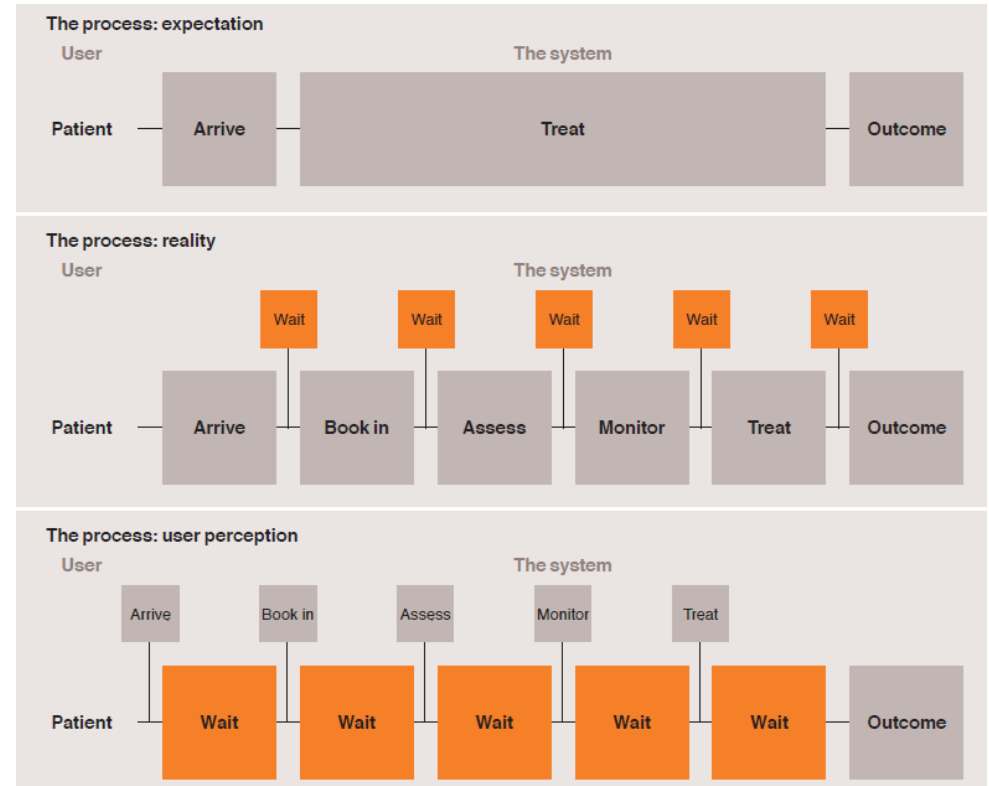


The UK Department of Health and the Design Council partnered with the NHS Trusts to develop a prototype and test solutions in operational emergency departments.

A key issue identified the lack of knowledge patients and other service users have about how the ED system works.

The result is that many patients perceive the experience as a series of long waits.

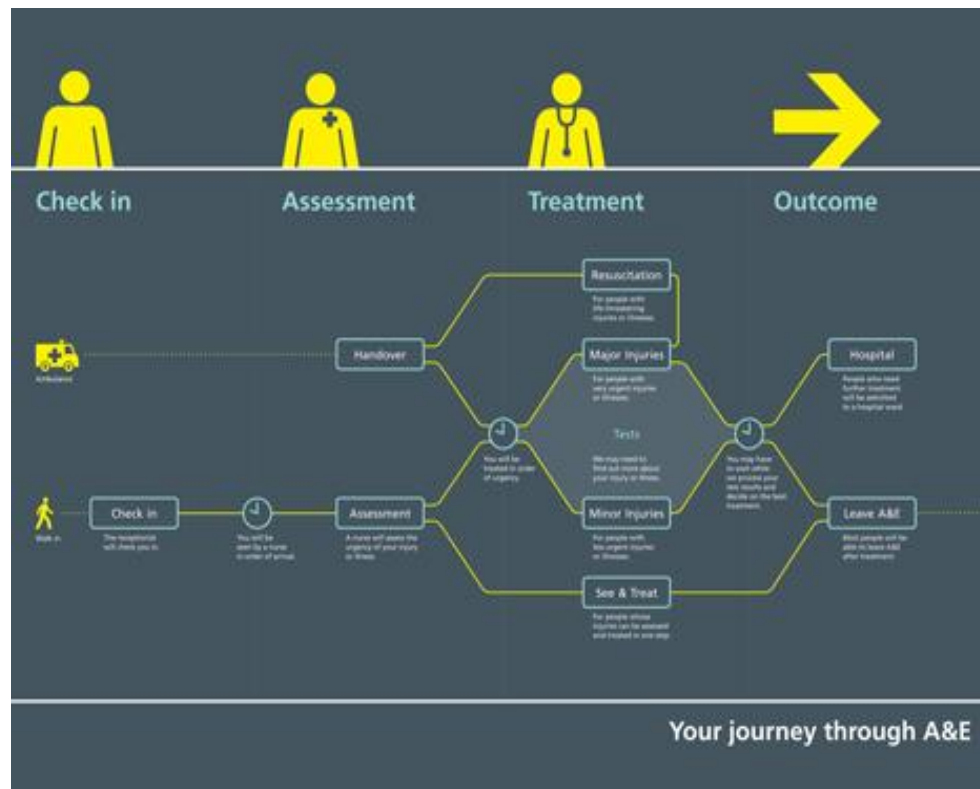
Once patients have been processed into the system, they often don't know how long they are going to wait.



The Design Solution



Patient experience process map installed in ED and Acute Wards.



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The Design Solution



Slices used to guide the patient or other service user along their journey through ED



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The Design Solution

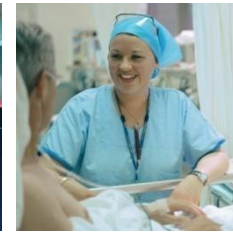


Internet and Intranet displays of how busy the ED is and alternate care options



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The Design Solution



Virtual helpdesk;
Patient brochure;
Short DVD of the patient experience;
Utilisation of SMS technology.

Waiting times in the Emergency Department can vary. Medical practices in the area are offering 'walk-in' on the day appointments. If you feel that your health problem could be treated by a GP then this might be an option for you.

Find a GP helpdesk



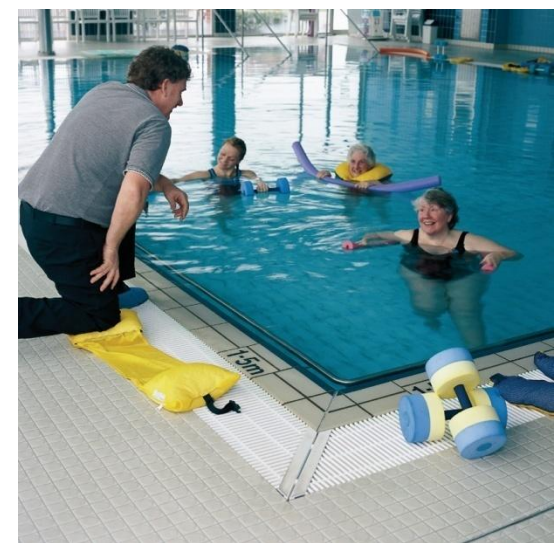
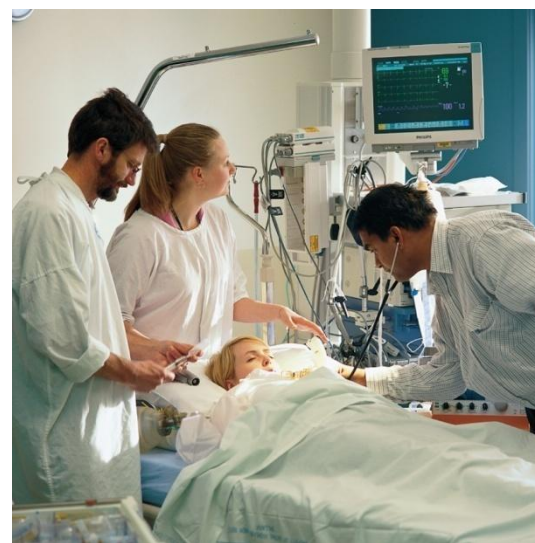
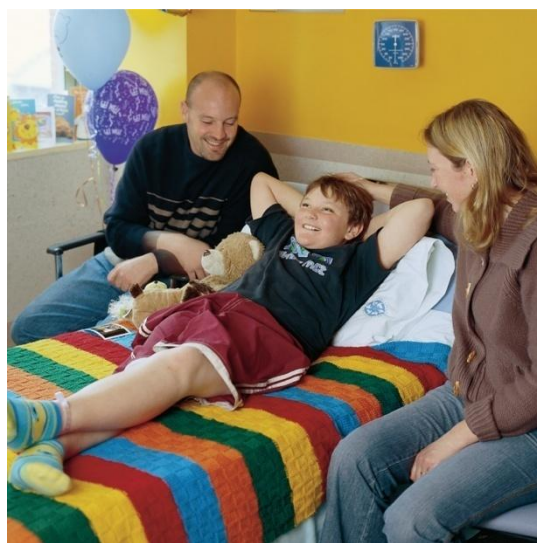
Touchscreen Links on Monitor

- Walk-in appointments
- Need a GP
- After Hours GP hotline
- Medical Practice location map
- BHS intranet

1. Tap computer screen and touch 'walk-in'
2. Ring the Medical Practice and see if they have any available appointments.
3. Ask if there is a cost.
4. Let the emergency reception know that you are accessing medical care elsewhere.



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Thank you.

Reference design solutions images from Design Council UK – Reducing Violence and Aggression in A&E through a better patient experience



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