

TECC SAVVY: Timely Emergency Care Collaborative Bulletin November 2023

AIM

By 30 June 2024, we aim to reduce LOS for patients in the Sunshine ED by:
15% for admitted patients (567 mins to 453 mins)
20% for non-admitted patients (264 mins to 225 mins)

COACHING CLINIC



Western Health were successful in receiving on-site support from the DHHS TECC team on Friday 1st December. A great way to kick off a Summer of TECC!
We came away with 4 high impact change ideas launching this week at Sunshine. Well done to all the teams testing in December!



IMPACT CHECK

How long are our patients waiting to get to the ward?

In November, patients waiting for an inpatient bed stayed an average of 483 minutes in Emergency, 30 mins less than last month!

PDSA SPOTLIGHT

The SSU team trialled a Direct to SSU pathway for patients presenting with Chest Pain. During the trial period, they admitted **~50% more patients with low-risk chest pain to SSU!**

What a great outcome for patients of the West coming into our ED! Well done to Julie Spencer, Barry Gunn and the wider SSU team!

Pictured: Doriana Andreou presenting at TECC Learning Session 5 on behalf of the SSU team



WHAT'S NEXT?

Sustaining Improvement

While we have seen improvements in our patient waiting times, our focus is to continue the gains we have made in November

Internal Agreements

The Leadership Oversight team (pictured) are working hard at a "how we work together" agreement when patients are transitioning across zones and between teams in our hospital

Structured Ward Rounds

The General Medicine team are re-thinking the way we do Ward Rounds starting 11th December to improve care to sick and dischargeable patients

