

*Western Health*  
*Caring for the West*

# **QUICKNOF improving the inpatient journey**

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## Outline

- Overview
- Redesign journey
  - Diagnostics
  - Intervention countermeasures
  - Outcomes

# Patients with a fractured Neck of Femur at Western Health

- Account for 8% of our multiday beds & services
- 21,940 beddays were occupied in 2006/07
- 2 campuses receive the majority of this patient group
- Overall in 2007/08 we received 15-22 patients per month

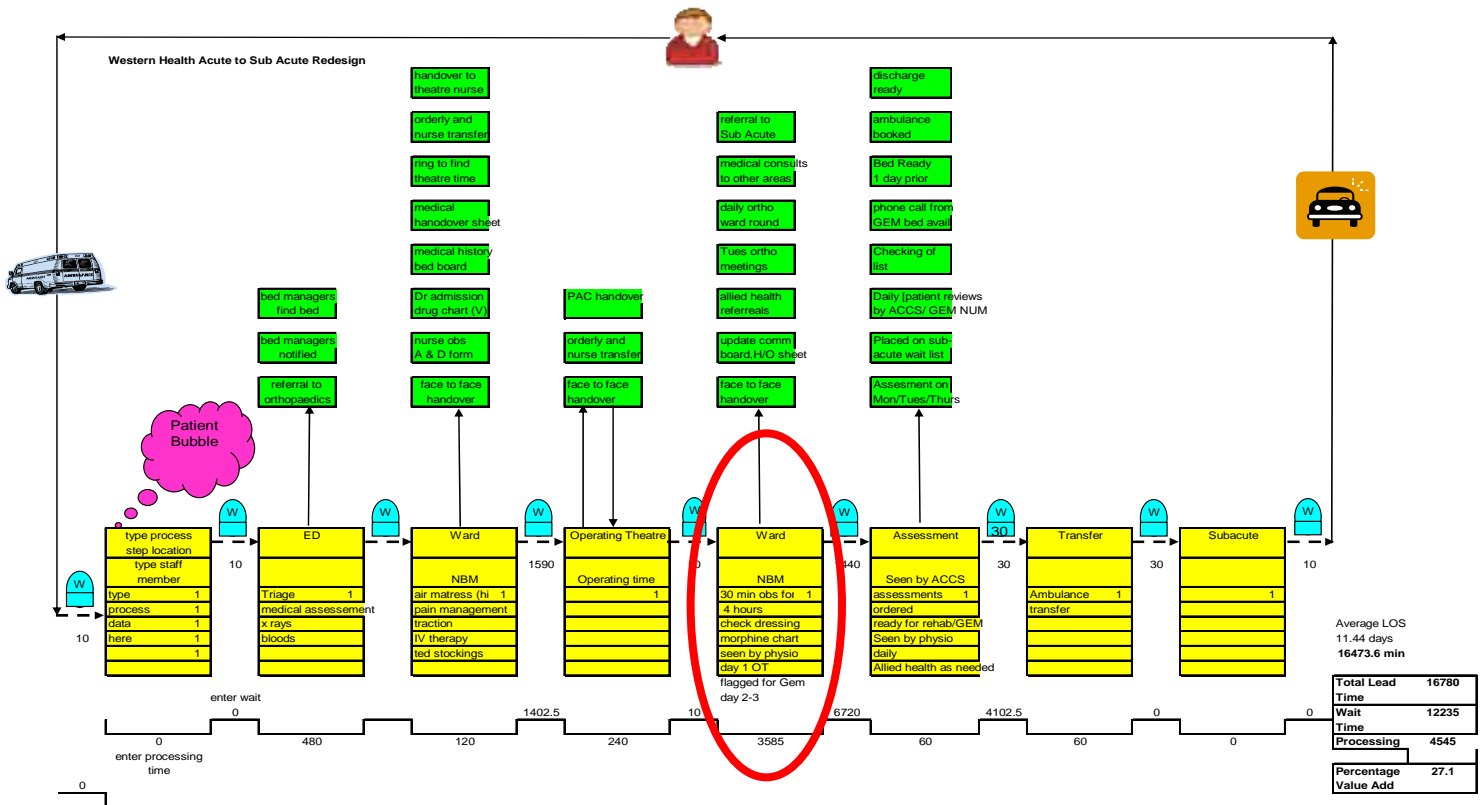
# Challenge

- Improve the patient journey
  - ED to theatre
  - Acute to Subacute journey
- Constraints
  - 11% less subacute beds compared to peers
  - Excess LOS compared to state average

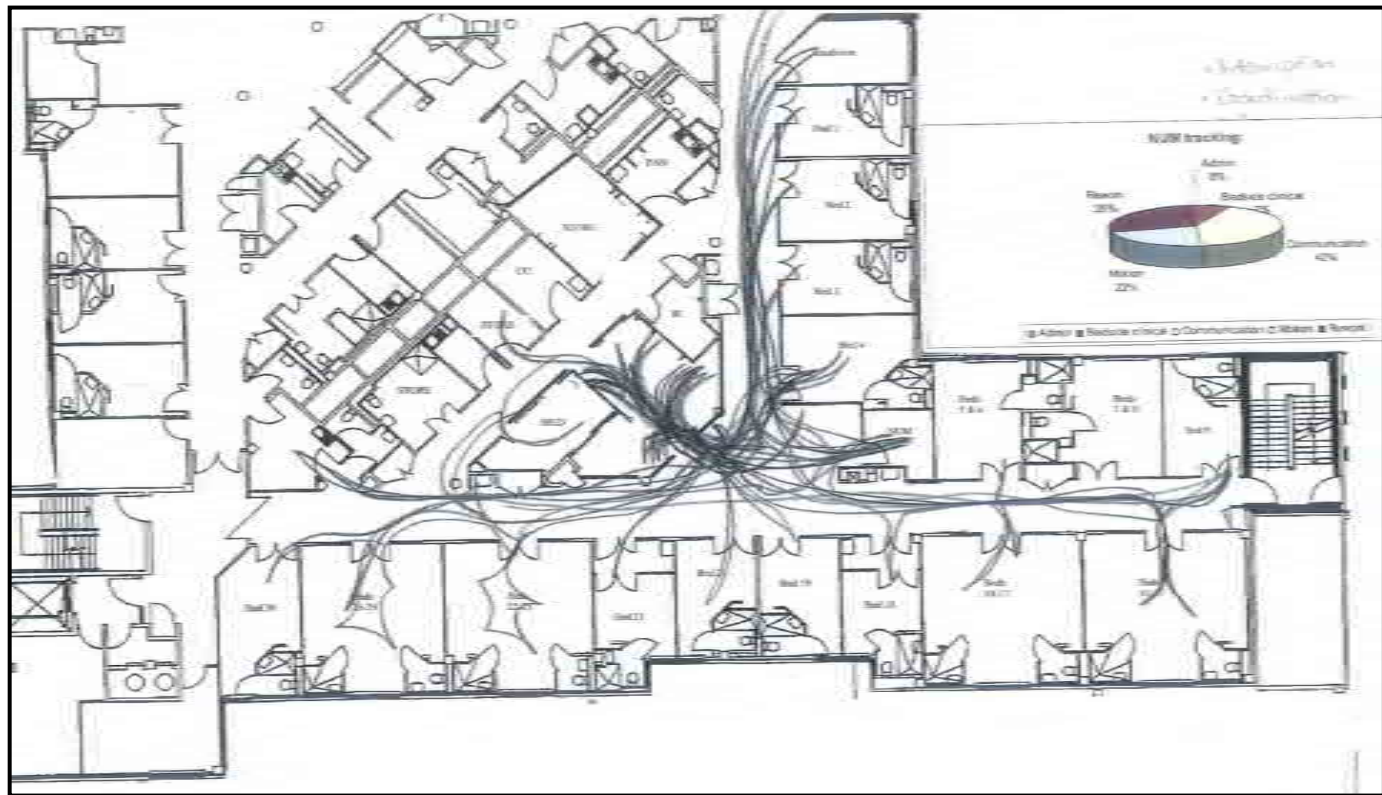
# Diagnostics

- Value stream map patient journey
- Process map highlighted the cornerstones of the referral process from acute to subacute
- Length of stay in days spent in the silos
- Comparative Health Service data

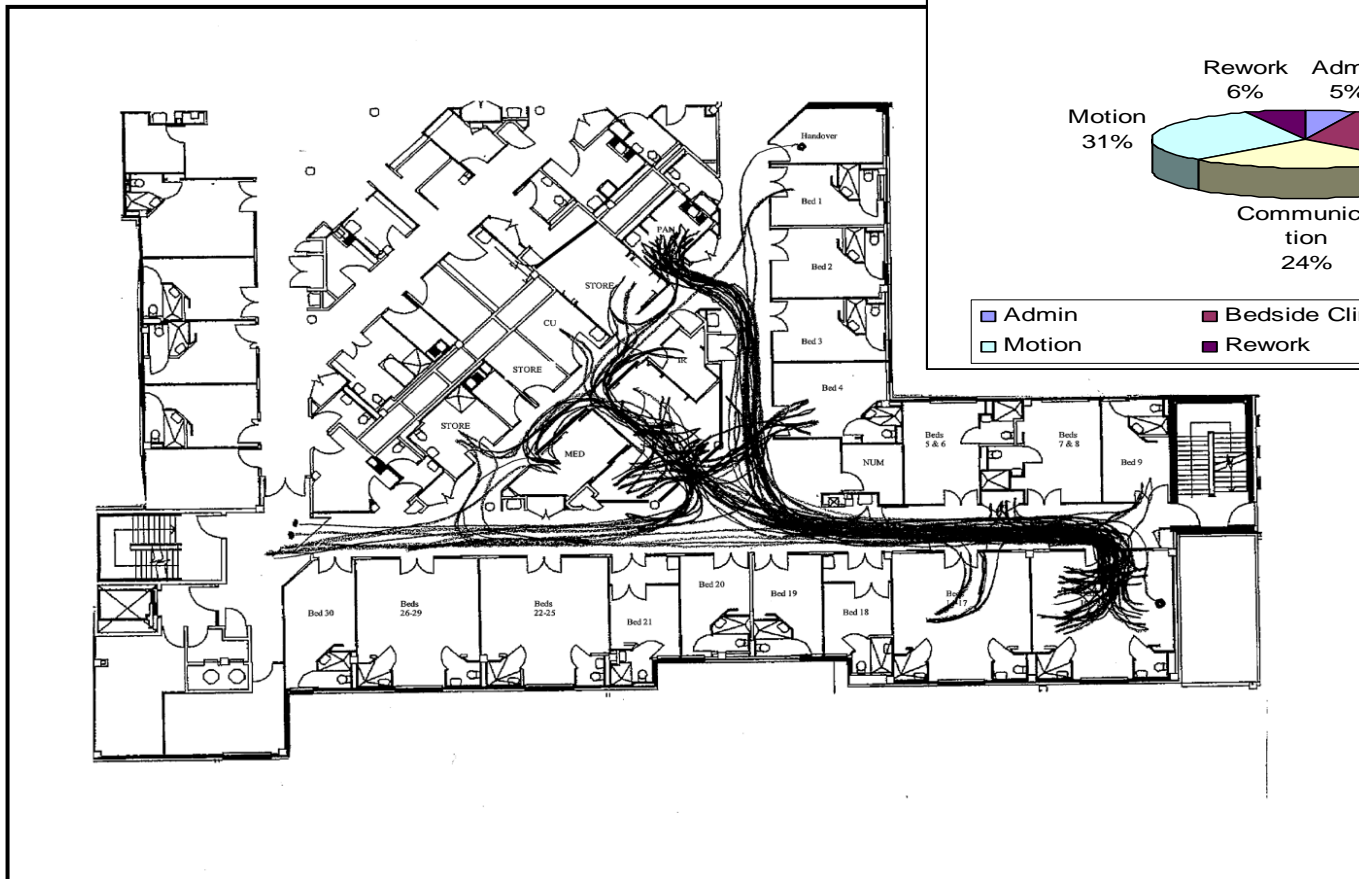
# Value Stream Map - Fractured Neck of Femur patient journey



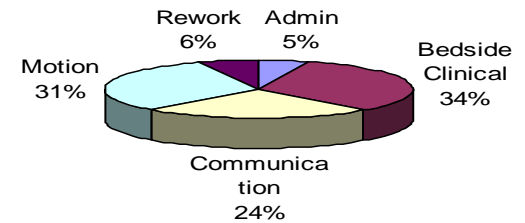
# Tracking on Wards - NUM



# Tracking Ward 1A - Nurse



**Nurse Bed 10-13**



- Admin
- Bedside Clinical
- Communication
- Motion
- Rework

# Key issues prioritisation – ward level

- Up to 10 stakeholders requiring similar information from NUM per shift
- Significant amount of time spent in the corridor
- Interruptions upon interruptions
- Significant time spent searching for equipment
- Dependant patients furthest away from utilities
- Limited desk space

# Countermeasures

## Patient Journey Board

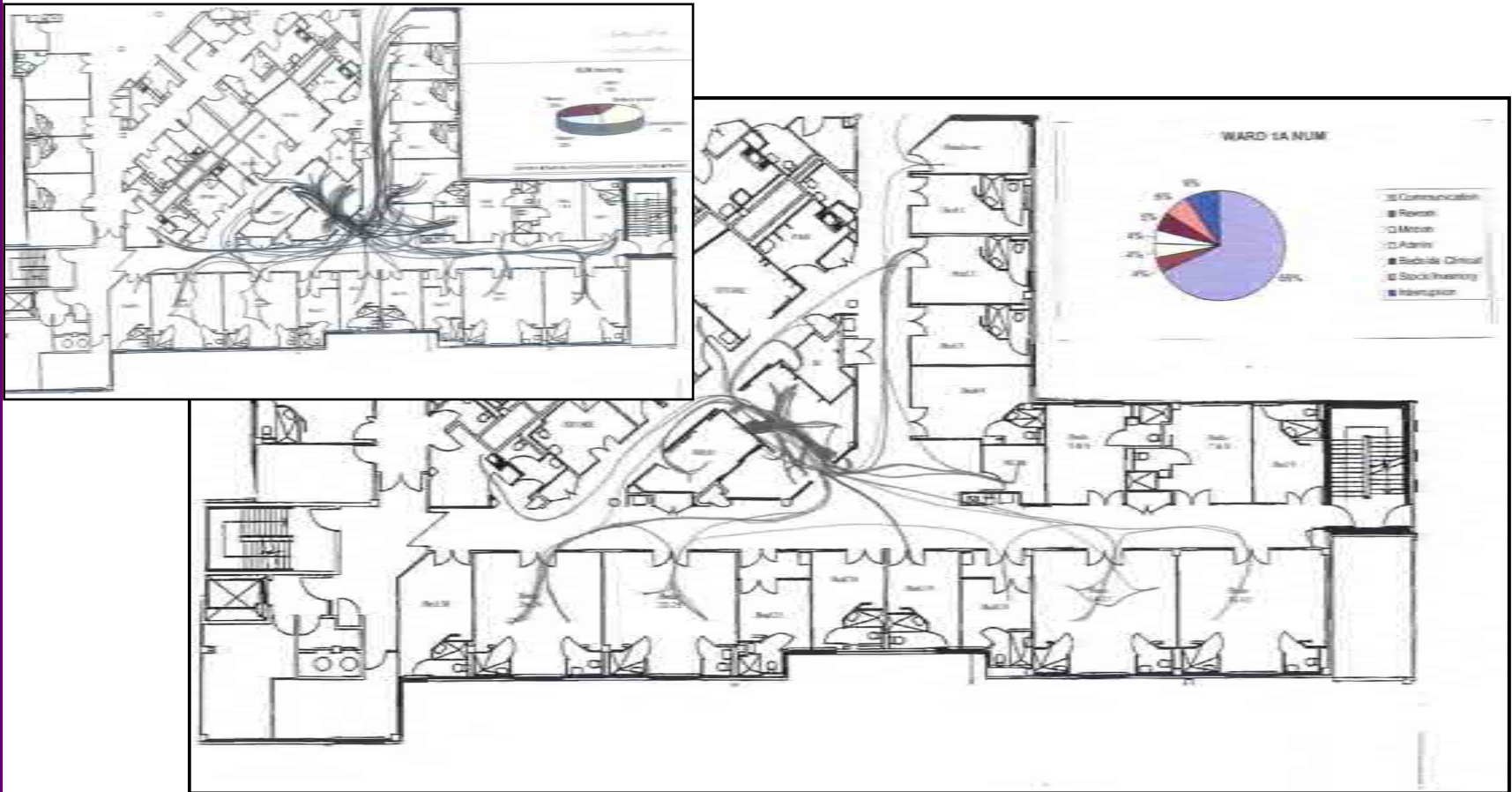
BEFORE



AFTER



# NUM Before vs. After



# Countermeasures

- Medical ward round trolley with frequent use items
- Noted ward round reduction from 35 minutes to 10 minutes



# Countermeasures

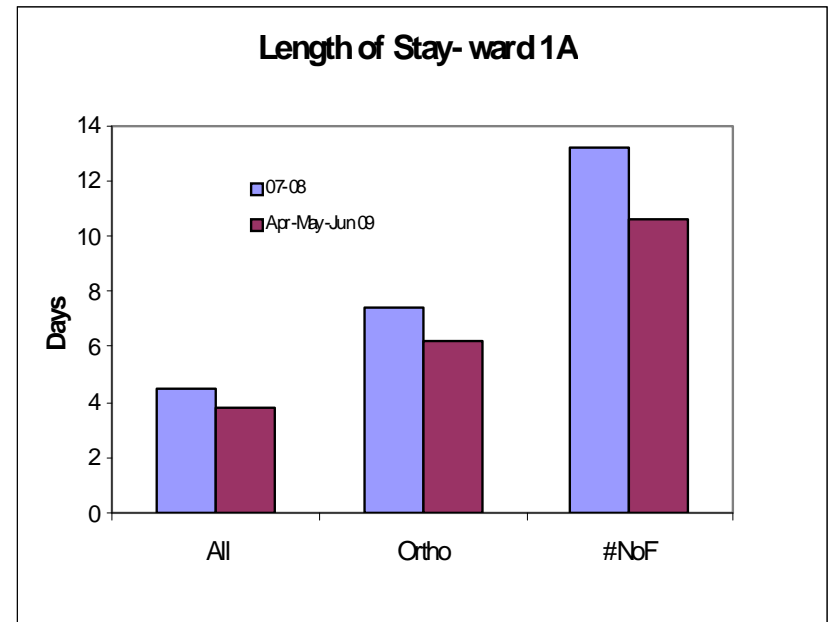
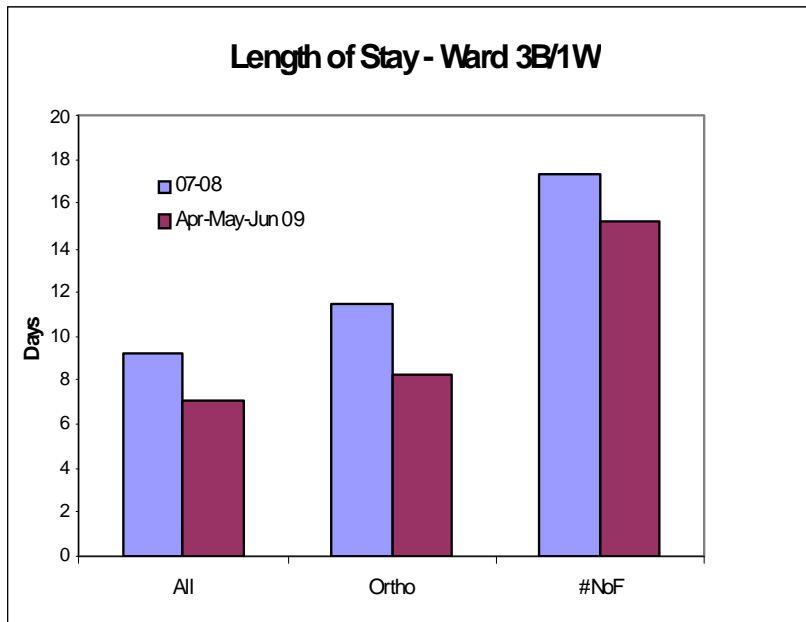
Staff station  
BEFORE



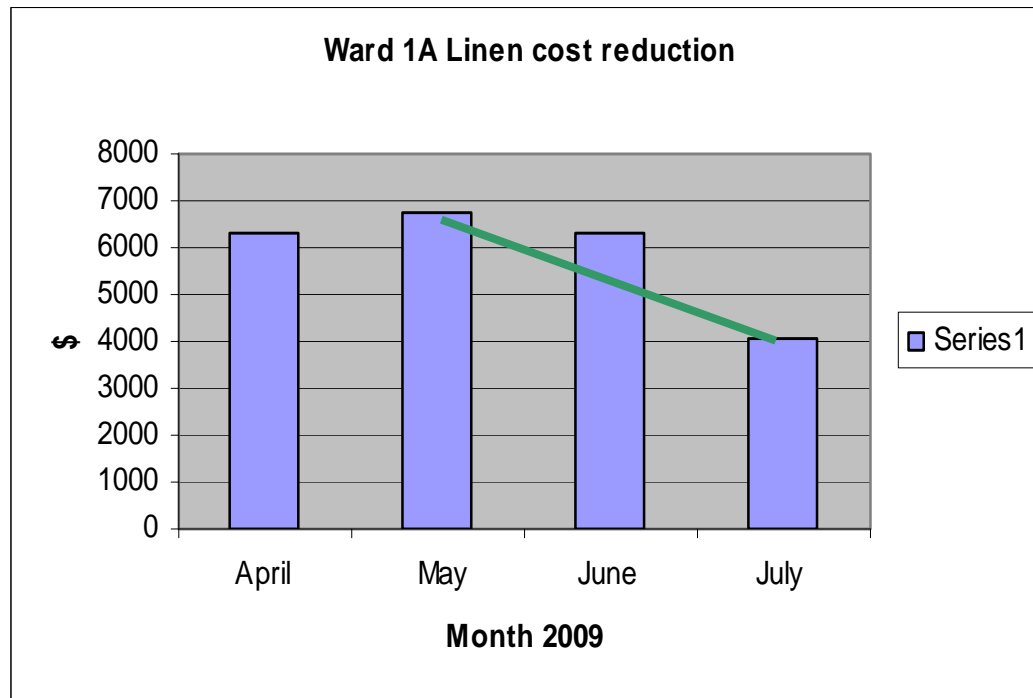
AFTER



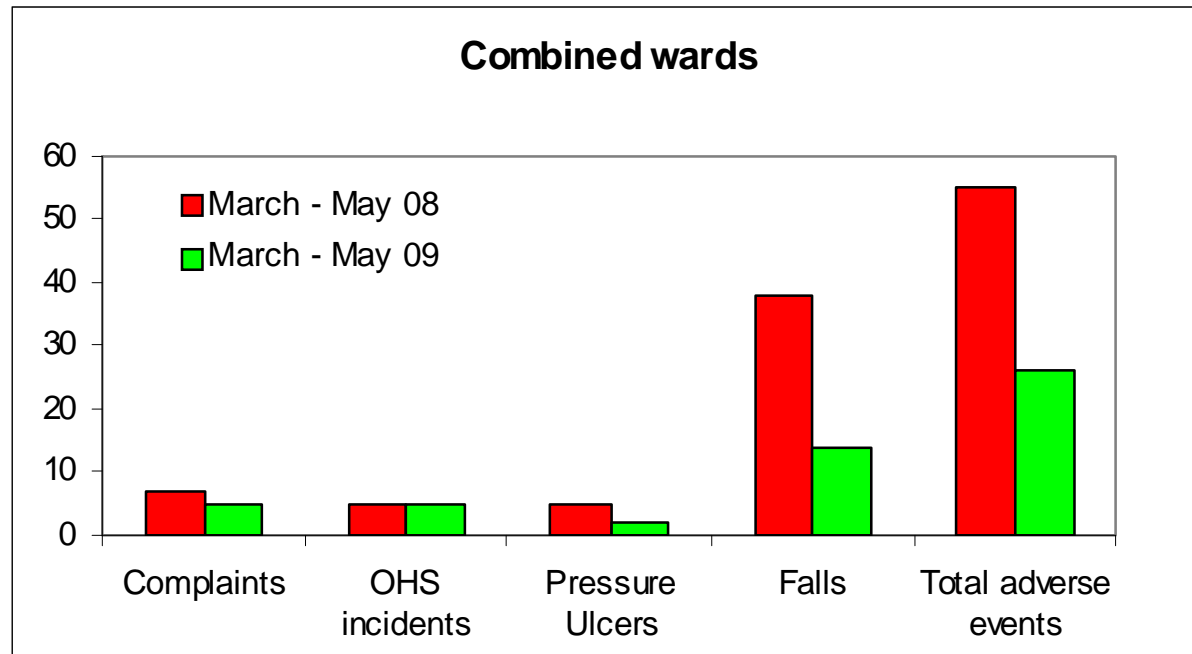
# Outcomes - Length of stay



# Outcomes – Linen savings

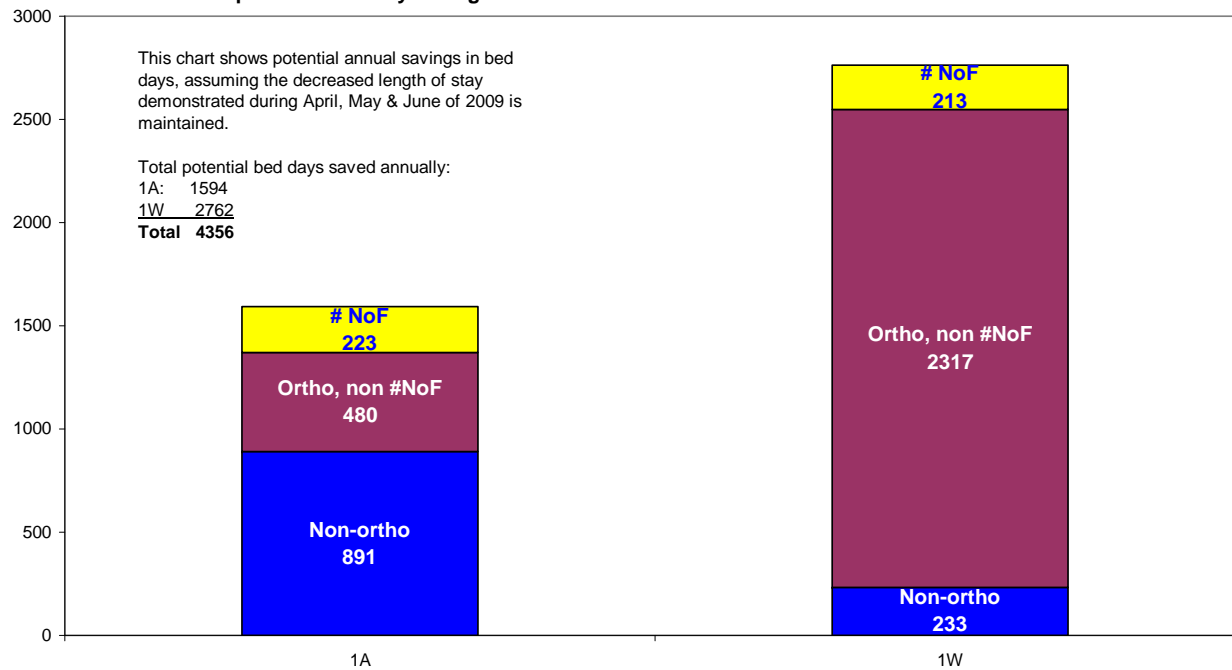


# Reducing adverse outcomes

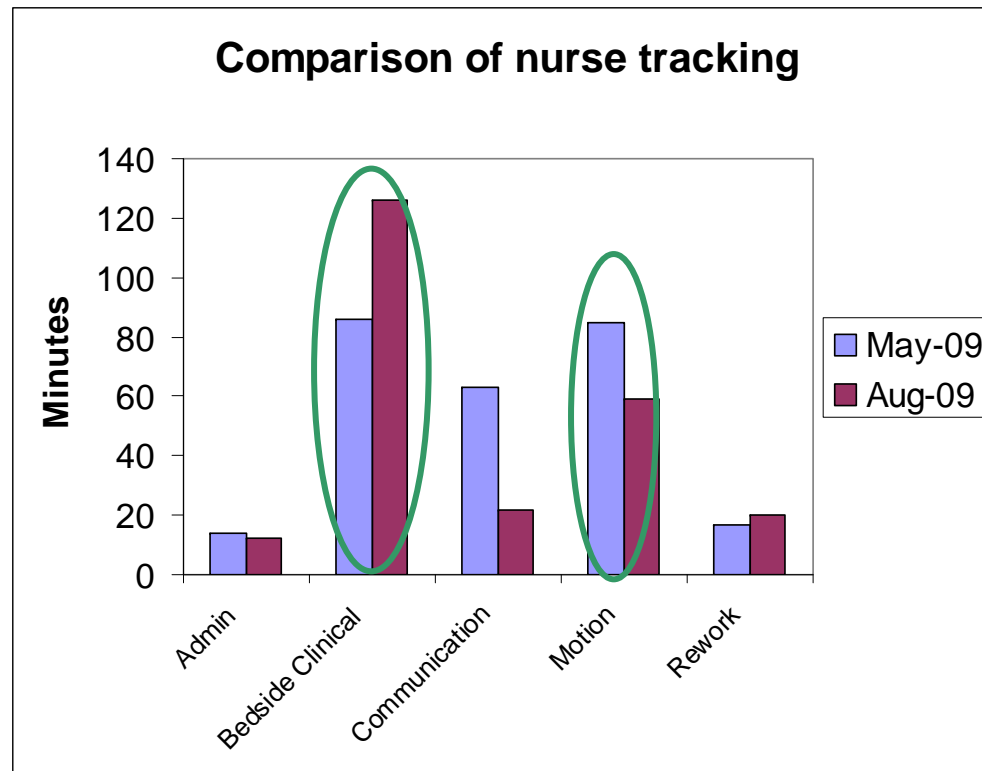


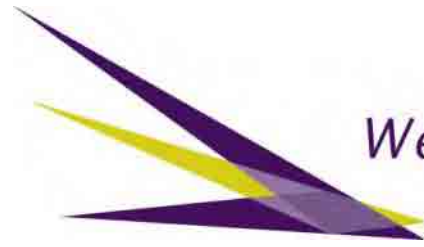
# Potential bed days saved

**Annualised potential bed day savings**



# Before and After – Nurse





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**Thank you**

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