

REASON WHY?

Patients who present to the Emergency Department (ED) are typically seen within arrival time order. This does not account for clinical need and acuity for time critical patients. In order to improve this process, the ED team looked to ensure that all patients have been triaged within the 15 minute target.



To improve the percentage of walk in patients triaged within 15 minutes by 20% by 24/05/2024.

PLAN

The Emergency Care Transformation Programme (ECTP) aims to improve services across the Emergency Care Department. Following analysis of data the team looked to hold a “perfect week” within the paediatric area between the 20th and 24th of May 2024.

The plan was to review the current process and explore alternative ways in which patients could be triaged.

The teams engaged with colleagues to understand current opportunities for improvement and built upon knowledge gained during the adult initial assessment improvement process.

The plan was to ensure that each shift would have x4 members of staff with x2 having the triage competency.

Additionally, a doctor would be allocated to the Children and Young Persons Unit to speed up the process.

DO

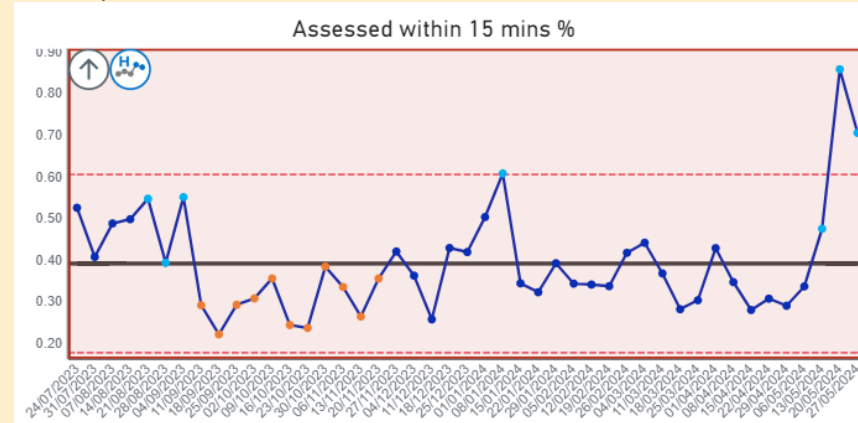
A second triage room was created utilising space within the department and staffing templates adjusted to ensure that cover was available to allow two nurses to triage patients.

The team planned to have an allocated doctor to cover during the week, however, this was not always possible due to staffing challenges during the week.

Additional printing capacity was organised in the second triage room to ensure all documentation could be provided.

STUDY

The “Perfect Week” was trialed in shadow form the week beginning the 13th of May and showed an improvement from 36% of patients being assessed within 15 minutes of arrival to 46%. During the “Perfect Week” this rose further to 86% of patients being assessed within 15 minutes, an improvement of 87%. The blue dots on the graph demonstrate a statistically significant improvement in the time taken to assess.



Patient feedback has been really positive with one stating “I was very impressed, we registered in reception and barely had chance to sit down before we were seen. Such a lovely feeling and nice to know that we were in the right place”. Additionally colleague feedback has been positive with colleagues now wanting to work within triage.

ACT

During the week, there was positive feedback. The process will be ADOPTED where possible to allow for two members of staff to triage patients.

A further test of change week is planned for the 3rd of June 2024, where a doctor will be allocated to the unit to support the flow through the department.