



Barwon Best Care Awards 2021



Barwon Health

Evaluation of the Planning & Referral Service in the Emergency Department

Evaluation of the Planning & Referral Service in the Emergency Department

Project Team Leader: Louise Skeen
Project Team Members: Planning & Referral Team, Megan Battersby

INTRODUCTION

The Planning & Referral Team (PaRT) have historically offered a service to the Emergency Department with an A shift (0800-1630) and a B shift (1230-2100) since 2005. During 2020 the Emergency Department faced increased presentations which affected patient flow across the organisation. From October 2020 - December 2020 a trial was undertaken by PaRT to determine the demand for PaRT referrals in the Emergency Department (ED) and to see if an out of hour service for PaRT service could be implemented in the ward areas.

OBJECTIVES

- Trial of B shift in ED with different hours (1100-1930)
- Provide a PaRT service to the greater hospital (Ward area) out of hours (1630-1930)
- Provide consistency of service to ED out of hours as B shifts were frequently not able to be filled by PaRT due to unplanned leave
- Enable the B shifts to be more equitably shared amongst PaRT team members

METHODS + IMPLEMENTATION

Redcap Surveys were sent to 21 PaRT staff and 134 key stakeholders including Consultants, NUM's, ANUM'S & CNS's in ED and NUMS & ANUM's in ward areas of UHG

- 74 of these stakeholder's were ward staff and 60 were ED staff
- This survey was sent out pre and post trial
- Results were collated and graphed

A further PaRT project undertaken in early 2021 has also assisted to find and collate data on ED referrals and some of this has been used to aid further understanding of the service including the number of referrals to PaRT in ED, the reason for referral and the busiest days of the week for PaRT referrals in ED. The trial period data was compared to a pre trial data period prior to COVID in Oct 2019 - Dec 2019 to look for themes. This was referred to as pre trial data (Oct-Dec 2019) and post trial data (Oct-2020-Dec2020).

Select Category

- Safe Care
- Personal Care
- Effective Care
- Connected Care

RESULTS

41 staff responded to pre and post trial surveys which represents 30% of staff respondents

Results of Key Stakeholder's survey

According to the stakeholders who reported they have no out of hours service, they want PaRT's service out of hours to complete community nursing referrals 75.9% and assist with organisational flow at 72.4%.

PaRT's overall rate to responsiveness to referrals was rated at 40% good which is 5-6/10.

Rating in the following areas:

- Assists with organisational flow 50% excellent
- Access to advice from PaRT 50% excellent
- B shift 1230-2100 40% excellent

All these ratings were only provided by a very small sample of 10 respondents unfortunately.

All comments regarding PaRT's work in ED were extremely favourable, complimentary and rated the team as highly professional and approachable with a very valuable input in the ED.



Data Analysis

The majority of referrals for PaRT from ED pre trial were between the hours of 0600-1630 at 74% and post trial this was 73%. The amount of referrals between 1930-2100 were 7% pre trial and 2% of total PaRT referrals post trial. This indicates that the percentage of referrals was consistent across both trial periods. This indicates there is a minimal amount of PaRT referrals in ED during 1630-1930. The data also confirmed the busiest day for PaRT referrals in ED was consistently a Monday for both trial periods.

KEY LEARNINGS

These findings enabled PaRT to provide an out of hours service to the greater hospital between the hours of 1630-1930 as well as to the ED department with the same number of Full Time Equivalent (FTE). This has contributed to increased flow within Barwon Health, effective service provision within the team, consumer centered care out of hours and PaRT Clinicians are also more adaptable and able to work across all areas of Barwon Health.