

Emergency Department Models of Care update project.

Project background

In 2006 NSW Ministry of Health (MoH) released an Emergency Department (ED) Models of Care (MOC) document that outlined the key challenges in the provision of emergency care and outlined an "ideal" patient journey through ED. A suite of ED MOC were provided to support this journey.

EDs and hospitals face challenges in providing timely and quality emergency care due to the ongoing increase in demand for services. This has prompted introduction of a four hour National Emergency Access Target (NEAT) that requires the staged introduction of a target of 90 per cent of patients leaving the emergency department within four hours of presentation – either by admission, transfer to another hospital, or discharge.

Additional MoC have also been developed since 2006 – Urgent Care Centres and ED Senior Assessment and Streaming to assist NSW EDs and hospitals meet these challenges.

Purpose of the ED MOC update

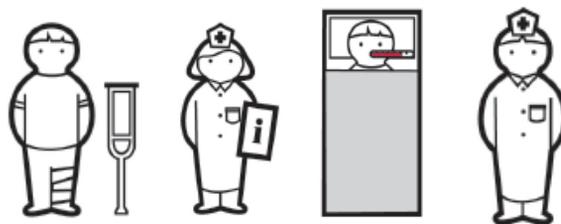
It is recognised that there is significant variation in NSW in relation to how ED MoC have been implemented and operate. This project will describe the variation through observation and feedback from EDs throughout NSW, and then document principles of operation of each MoC. Important success factors for each model, challenges faced and measures used to monitor the success of the model will be captured. The updated MOC document will provide access to key information about the evolution of existing MOC and the creation of new MOC.

A key initiative in the updated MOC document is a self assessment checklist created for each MOC. The checklist will assist EDs and hospitals to determine the effectiveness or otherwise, of models implemented in their organisation.

The outcome of the self assessment will be a set of actions to enable the ED and hospital to identify any MOC areas that require improvement or change, and to ultimately improve the function of the model, or update or replace the model, to better co-ordinate care and enhance the patient journey.

Why update the ED MOC document ?

- The existing ED models have evolved and been refined with implementation.
- Significant variation of ED MoC exists in NSW.
- New ED models have emerged.
- A self assessment checklist for each MOC may assist EDs to assess their effectiveness and provide actions for improvement.



What will the ED MOC document provide?

- An up-to-date ED MOC document to assist an organisation with MOC selection and implementation decisions.
- Understanding of each MOC and the key elements required to operate them.
- A self-assessment checklist for each MOC to assess optimal performance and take action to improve as necessary.
- The ED MOC document will be completed within the next three months and is planned for distribution by **June 2012**.

Who should I contact to find out more?

To find out more about this important piece of work please contact Sarah Hoy, Principal Project Officer, NSW Ministry of Health at email: SAHOY@doh.health.nsw.gov.au