

EDSSU – developing a successful MOC The Westmead Experience

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ED Leadership Forum
Friday 27 June 2014

Background

1. Annual census 64000
2. 30% - 35% inpatient admission rates
3. Need for observation medicine
4. Access block and ED overcrowding a daily occurrence
5. Need for flow in department
6. WHY DISCHARGE STREAM FOCUS?

Project initiations

Westmead ESSU built 2010 – initial focus
NEAT rather than flow

Result – extension of ED beds; adverse effects of SSU

Re-education – change management

DATA, DATA, DATA – collection, reporting
and tool for change

Definitions

Appropriate admission – admitted under EDSS, high likelihood of discharge <24hrs

Inappropriate admission – inpatient team admission placed in ESSU

Failed admission – initial appropriate admission then needing inpatient hospital bed

Successful admission – appropriate admission discharged home <24 hrs

Sample EDSSU performance reports

Date range	01/2012 to 06/2012	07/2012 to 12/2012
Staff Specialist (surnames in alphabetical order)	ESSU admissions (failed admissions and percentage)	ESSU admissions
AXXXXXXXX	83 (6 – 7.2%)	115 (11 – 9.6%)
BXXXXX	97 (10 – 10.3%)	96 (4 – 4.2%)
CXXXXX	48 (1 – 2%)	66 (5 – 7.6%)
DXXXXX	29 (1 – 3.4%)	83 (5 – 6%)
Missing rows	xxxx	xxxx
Shetty	161 (10 – 6.2%)	252 (10 – 4%)
SXXXXX	28 (2 – 7.1%)	61 (9 – 14.8%)
SXXXXX	70 (4 – 5.7%)	61 (3 – 4.9%)
VXXXXXXXX	215 (14 – 6.5%)	121 (12 – 9.9%)
Total	1842 (127 – 6.9%)	2249 (154 – 6.8%)

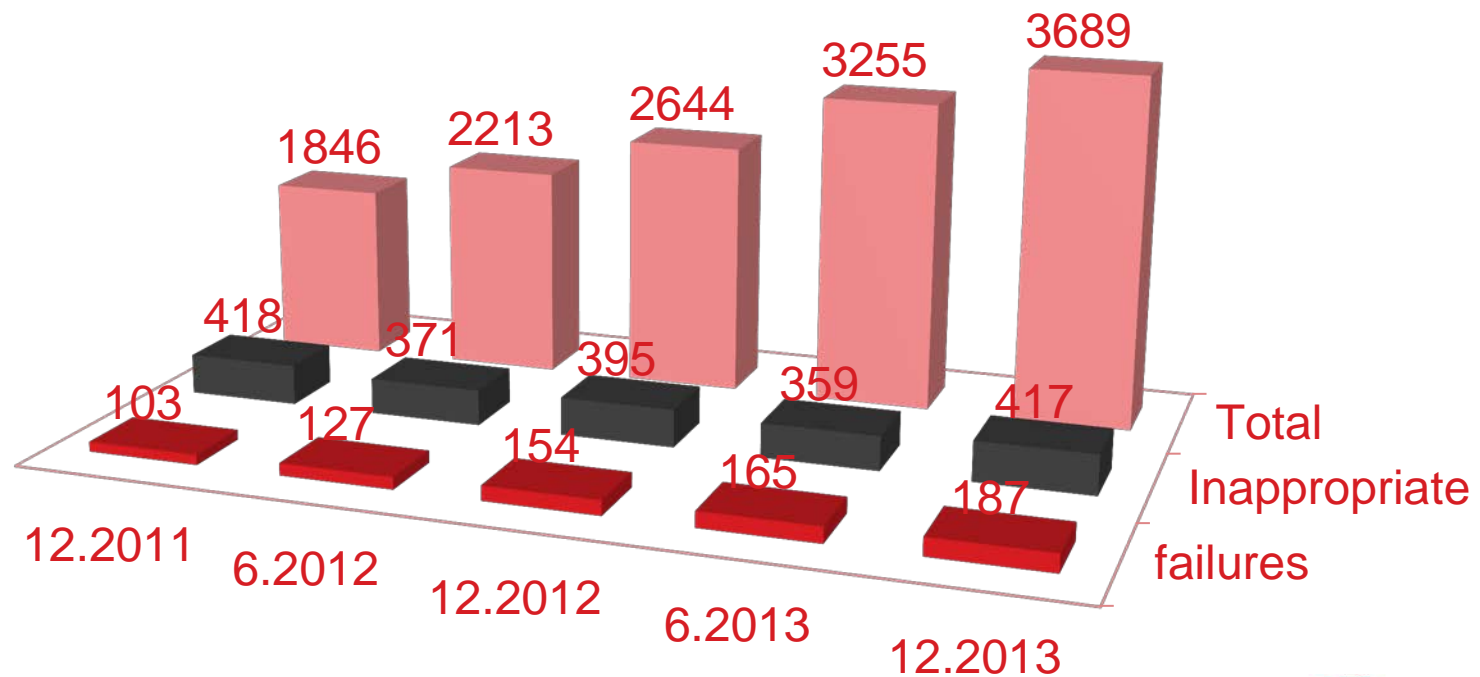
Sample ESSU audit reports

Criteria	07/2011 to 12/2011	01/2012 to 06/2012
total admissions	1846	2213 (+19.9%)
Inappropriate admissions	418 (22.6%)	371 (16.8%)
appropriate admissions	1428 (77.4%)	1842 (83.2%)
Failure rate amongst appropriate admissions	103 (7.2%)	127 (6.9%)
Total failure rate of ESSU	521 (28.2%)	498 (22.5%)

Achievements

6 monthly audit results

■ failures ■ Inappropriate ■ Total



Results



	12.2011	6.2012	12.2012	6.2013	12.2013
■ Actual failure rate	7.2%	6.9%	6.8%	5.7%	5.7%
■ Inappropriate admissions	22.6%	16.8%	14.9%	11.0%	11.3%
■ Total failure rate	28.2%	22.5%	20.8%	16.1%	16.4%

Appropriate versus inappropriate

Median LOS for all patients 320 minutes (IQR 130 - 632.5)

Median LOS for appropriate ESSU admissions 300 minutes (IQR 160 - 590)

Median LOS of inappropriate patients 602.5 minutes (IQR 200 - 825)

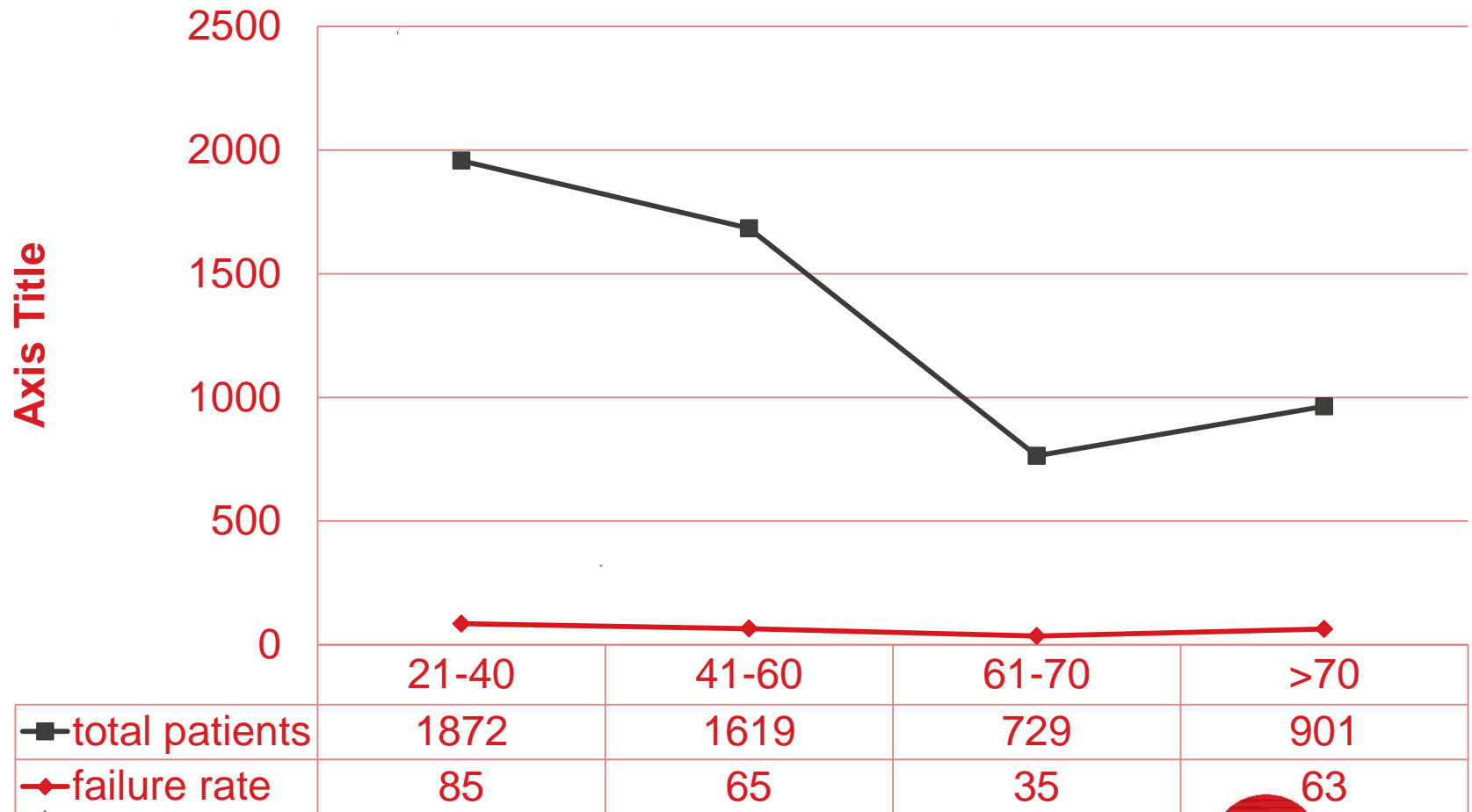
Mann-Whitney U test - median difference in LOS - 145 minutes (95% CI 50-255) p=0.0001

Median LOS of successful admission 271.5 (IQR 150 - 497.5)

Median LOS of failed ESSU admissions 707.5 (IQR 360 - 1405)

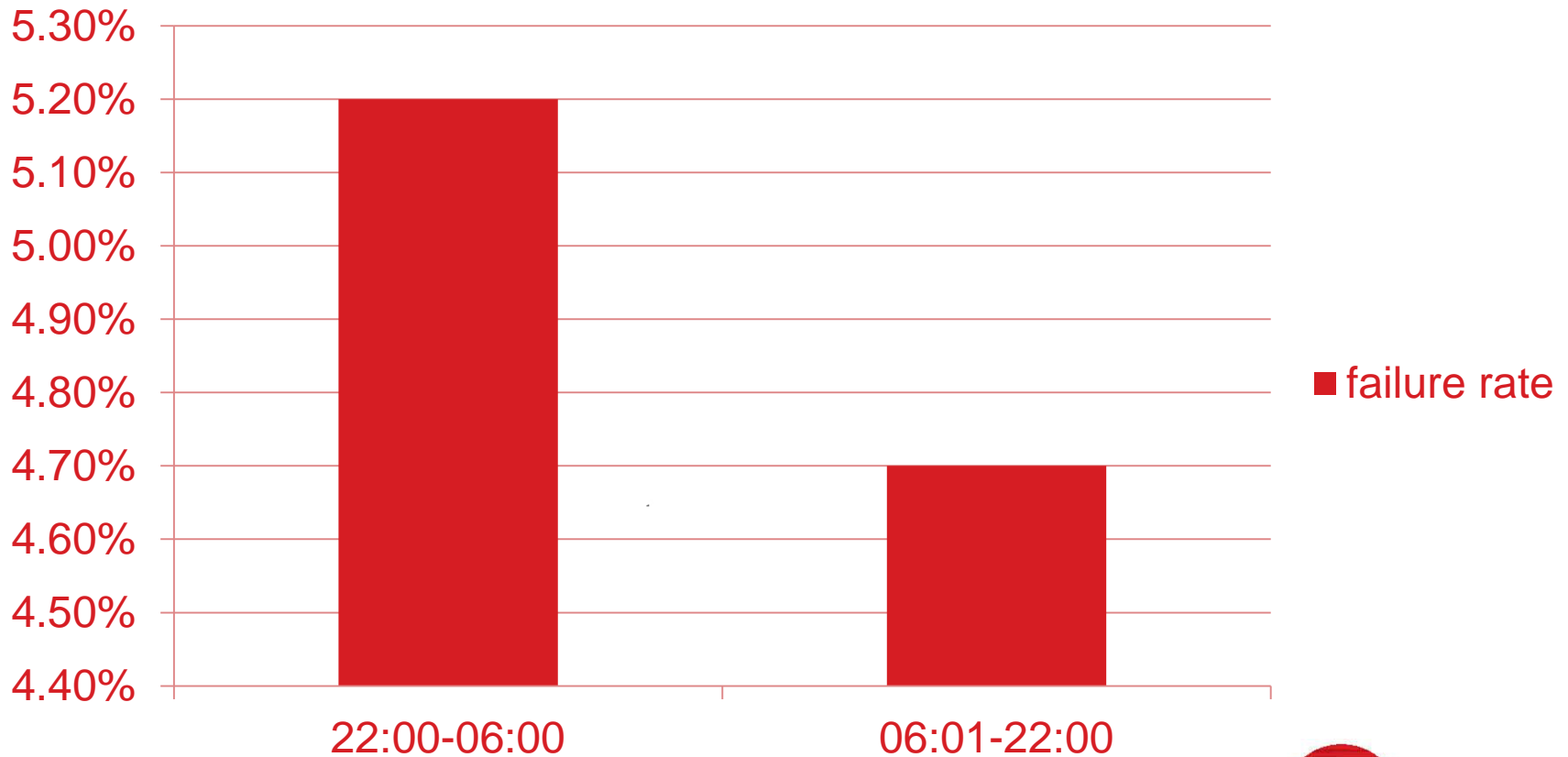
Median LOS of patients who stay for >24hrs in ESSU - 1873.5 (IQR 1632 - 2040)

What about elderly patients?



What about time of admission

failure rate



Conclusions

Failure rates increase with age but still below the 85% KPI benchmark

Admissions after-hours slightly higher failure rates but still acceptable

Inappropriate admissions probably cause most negative impact on patient flow in the EDSSU

Future NSW health EDSSU policy may serve as empowering tool to prevent inappropriate admissions

Key requirements

Need for change – engagement

**Hospital administrators, ED director and Staff
specialists, senior nursing staff**

Space and financial commitments

**Definition, education and dissemination of MOC
concepts**

Clinical champion

DATA, DATA, DATA

Key lessons

Whole department engagement

Understanding of streaming principles

Clinical / MOC champion

Data is your friend – use it as a tool to guide change

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