



# Improving Patient Experience times in the Emergency Department St. Lukes General Hospital



**St. Luke's General Hospital**

Carlow - Kilkenny

FSS Bhaile Átha Cliath  
agus an Oirdheiscirt  
HSE Dublin and South East





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# Background

Providing high quality care to the undifferentiated undiagnosed patient is of great importance to all patients whom access the Emergency Department and to the staff that work in it.

Great work had been carried out in the past with a reduction of 56% in TrolleyGar returns, despite this

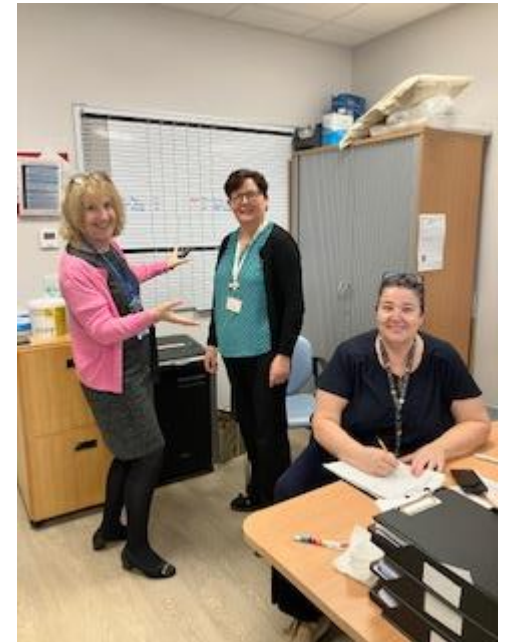
- The ED 6/9 hr pet remained outside the National KPI
- The ED white communication board was manually updated by Site lead , information was not in real time easily deleted and CNM2 dependant.
- RIE in the past had addressed the need for additional MDT Huddles at specific times throughout the 24 hours.





## Aim of the project

- Reduce the number of patients reported on TrolleyGar
- Improve Patient Experience Times to comply with the National KPI's
- Improve communication within the MDT
- Introduce a Digital Solution Support System, to ensure staff are working with real time data





# Data Analysis

- June 2024 data: PET only 66% cleared within 6 hours ( target rate is 75%)
- IPMS system did not display clearly the number of hours patients were waiting in the ED as in wasn't very visual.
- MDT huddle was at 9am daily PET & previous days activity was not discussed .
- There was no formalised rounds with bed managers or time stamp documentation of the current situation in the ED.

# HE Solution

- MDT Working Group
- Time Stamp Huddles
- Point of care data collection Sheet
- System's View IT digital system



# HE Results

- Continuous improvement in the compliance with KPI
- Increased awareness and understanding among staff of the KPI
- Improved team work and communication
- Familiarity with the Digital solution which now underpins the compliance with KPI
- Constant review and addressing of issues & trends in real time





	June 2024	July 2024	August 2024	September 2024
<b>Pet &lt;6 hours Non Admitted ED Patients</b>	66%	70%	76%	81%
<b>PET &gt;6 &lt;9 Hours Non Admitted ED Patients</b>	90%	90%	94%	97%
<b>Pet &lt;6 hours Admitted ED Patients</b>	68%	77%	77%	74%
<b>Pet hours &gt;6 &lt;9 Admitted ED Patients</b>	86%	96%	96%	94%