

Junior Doctor Led Development of an Online Dynamic Triage System

Improving the ED to Medicine Pathway

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The problem...



ED
or GP

Over 100 bleeps
in 24 hours



AND
CALL THE
MEDICAL REGISTER
AR

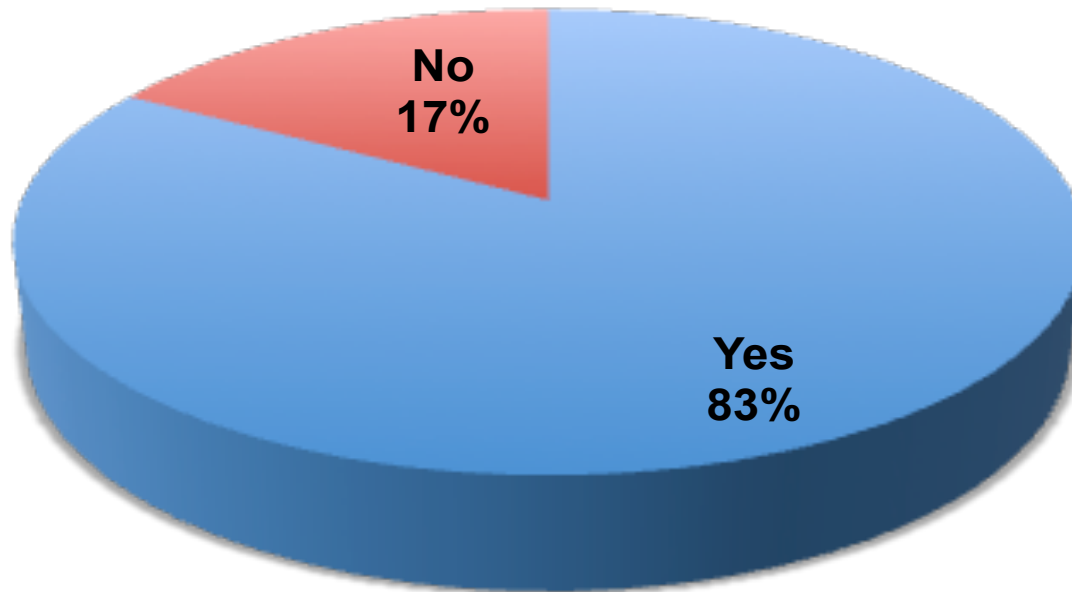


2 to 4 bleeps and
10-20 minutes per
referral



The problem...

Do you feel the current system compromises
Are you happy with the current role of the
admissions medical registrar at present?
patient safety?



Finding the solution...

- We asked ED
- We asked Medical SpRs
- We looked at other successful systems in the region
- We got the support of senior management
- We formed a guiding team of key stakeholders

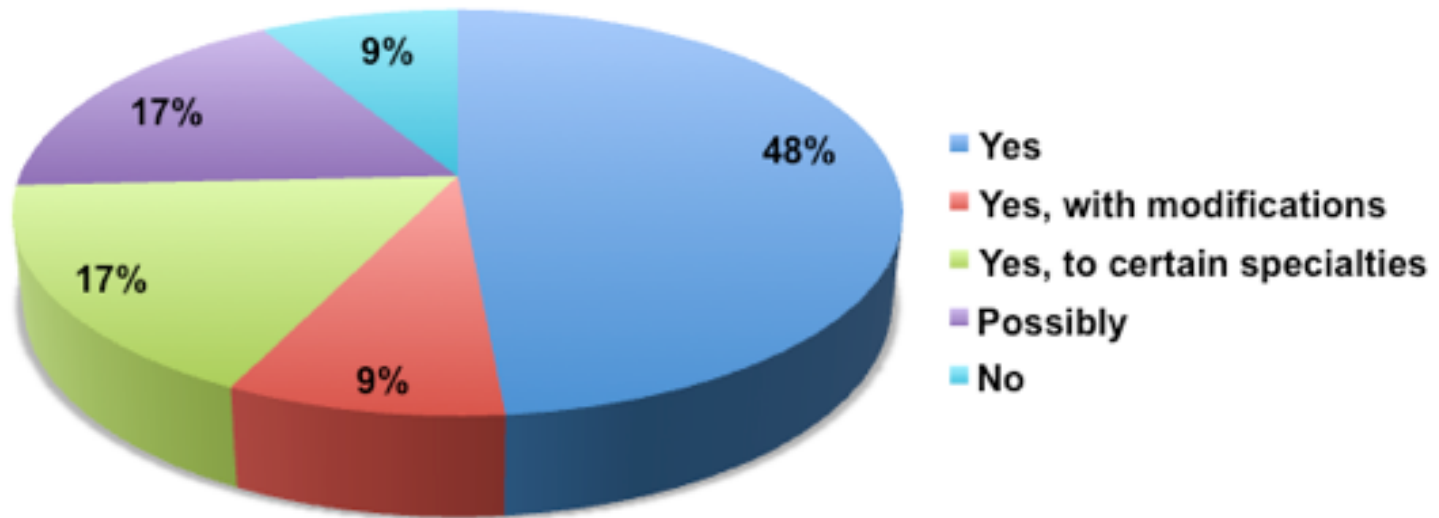


The Medical Registrar Review Smartboard (MRR)

SS	Patient	GP / Pres	Cause for Concern	Rev	MRR Comments
	TEST, Joyce (Mrs) 62y 1	<input type="checkbox"/> Cause for Concern is NOT applicable (Selecting N/A will clear all Causes for Concern) <input type="checkbox"/> Chest pain with ECG changes <input type="checkbox"/> Cardiac chest pain not relieved by initial treatment <input type="checkbox"/> Tachycardic < 150 despite initial treatment <input type="checkbox"/> Reduced GCS <input type="checkbox"/> Hypotension refractory <input type="checkbox"/> Failing to achieve target saturation <input type="checkbox"/> Deteriorating MEWS <input type="checkbox"/> Lactate > 4 on admission <input type="checkbox"/> pH < 7.25 <input type="checkbox"/> Low urine output <input type="checkbox"/> Fall in systolic BP		This is a test comment	
Red					<p>Hover-over Text</p> <p>Includes MEWS > 5 and a Cause for Concern has been noted</p> <p>Includes MEWS 3-5 and Cause for Concern for all GP admissions (marked as BB on CASCADE)</p>
Amb					
Green Traffic Light System			Green	Includes MEWS 2-0 and Cause for Concern	

The impact...

Would you recommend a smart board based referral system for other specialties?



MIKK

PTE MIKK

Key learning points...

- Ask the people who do the job every day
- Get the right people on board early
- And meet often
- Be persistent
- Keep remembering the reason why you started
- Don't expect everyone to love change!

“More patient time, less time spent on the phone. I am finally a doctor instead of a secretary.”