

Hot Issues Brief

Code Yellow Stand Up - Redland Hospital

30 January 2019 4pm Update

Issue:

- At 4pm 30 January 2019 representatives from PAH, QEII, Logan, Redland, Metro South and QAS met to assess the bed capacity status across Metro South HHS following a Code Yellow Stand Up at Redland Hospital activated in the morning of 30 January 2019.
- Following status update from each facility representatives agreed that the *Code Yellow Stand Up* for Redland Hospital was de-escalated to *Code Yellow Lean Forward* at 4.30pm noting capacity at 4pm with 13 Awaiting Ward Admission (AWA) and Logan Hospital 24 AWA.
- Metro South will continue to seek MSH Patient Access Control Hub (PACH) help with QAS continuing load sharing to assist in extreme capacity for Logan and Redland Hospitals during this period.
- Representatives will again meet 8.30am 31 January 2019 to further discuss developments overnight and any further actions required to address continuing bed capacity issues.

Background:

- Code Yellow Stand Up was activated for Redland Hospital at 8.30am 30 January 2019 with extreme bed capacity in Logan Bayside with 42 patients Awaiting Admission (AWA) (15 Redland and 27 Logan).
- Redland Hospital activated Code Yellow Lean Forward on 29 January 2019 due to lack of available inpatient beds and Emergency Department capacity to see patients diminished through bed block and flow. Redland Hospital moved to a code yellow stand up at 8:30am 30 January 2019.
- Representatives from PAH, QEII, Logan, Redland Hospital and MD05 are holding regular teleconferences to work through the issues and discuss options across the facilities.
- Redland Hospital has managed to staff the transit lounge for the late and night shift opening a capacity of four beds overnight.
- Pandanus ward will close on 31 January 2019 for renovation bringing these staff to Redland for increased staffing capacity.
- The Mater Private Redland have taken three patients but these are being covered by Redland Medical officers which has stretched the medical team now to 93 inpatients.
- Redland will be minus 9 beds with closures for renovation at Wynnum and bed closure for patient management in Redland.
- PAH has 12 empty beds and 7 AWA. QEII has no AWA and 6 empty beds. Both PAH and QEII transit lounges are open and have capacity.
- Logan is managing extreme AWA opening short stay corridor and considering surgery cancellation.

Actions to date:

- As at 1.30pm 30 January 2019:
 - Whole of MSH facility triage meetings regarding Bed Capacity continue regularly with morning meeting only after assessment of situation.
 - Discussion with QAS around load sharing and advised of bed status and bed capacity.
 - Some patients transferred to Mater Private and to St Vincent's.
 - Surgery lists for 31 January 2019 at Redland and Logan being reviewed for possible cancellations.
 - PAH and PACH to review capacity to transfer some of the Logan patients to PAH to assist.

Prepared by: Susan Freiberg

Position: Facility Manager

Telephone: [REDACTED]

Date: 30 January 2019

Approved by: Dr Jacinta Powell

Position: Executive Director,
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Telephone: (07) [REDACTED]

Date: 30 January 2019

DLT Member / HSCE: Dr Stephen Ayre

Position: Health Service Chief Executive,
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Date: 30 January 2019



- Escalation to MSH executive for discussion around a Metro South extreme capacity patient flow meeting with QAS for early discussions and opportunities to improve load sharing and preventing code yellow.
- At 4.30pm 30 January
 - Agreement was to move Redland back to Code Yellow lean forward overnight. Logan at this stage coping with capacity, though requesting QAS support for load sharing.
 - Discussion around escalation to executive for an extreme capacity document and process for Metro South which would include QAS in formal meeting prior to implementing code yellow. As for Logan and Redland extreme bed capacity is becoming business as usual with large numbers of AWA daily.
 - Further meeting at 8.30am 31 January 2019 to assess status across Metro South facilities and any further actions required at that time.

Contact person:

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Hervey Bay Hospital Emergency Department – [REDACTED]-year-old in ED for 60 hours [REDACTED] /2018

Issues:

- Fraser Coast Chronicle contacted WBHHS media team about [REDACTED] who allegedly stayed on an emergency department bed trolley for 60 hours. No patient waiver has been provided to the WBHHS at this point in time, but a holding response has been prepared.
- A review of our records revealed [REDACTED] was in a bed trolley for less than 6 hours. [REDACTED] was then transferred onto a ward bed whilst in the emergency department.
- [REDACTED]

Background:

- The care of [REDACTED] was first raised by the Fraser Coast Chronicle in an email at [REDACTED] 2018. WBHHS Senior Media Officer asked the Chronicle to provide a patient waiver to enable a response. At the time of the brief no waiver has been provided to the WBHHS, noting the initial deadline of [REDACTED] was cancelled.
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Actions to date:

- WBHHS reviewed the clinical care provided to [REDACTED] whilst in the Hervey Bay Emergency Department.
- WBHHS has drafted a media response in preparation for a patient waiver to be signed by a family member.
- WBHHS has acknowledged the issue regarding Emergency Department waiting times and has taken strong action to address this issue both in the short term by improving our procedures and in the long term by securing and building the new emergency department. The new department will double our emergency department beds, which will increase our patient capacity.
- Another important aspect of the Hervey Bay Hospital upgrade will be the new Clinical Decision Unit, which will also double in capacity compared to the current unit. The CDU provides short-stay beds for patients, which frees up acute beds in the emergency department and reduces triage times.

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Date: [REDACTED] 2018

Approved by: Debbie Carroll

Position: Executive Director Acute Hospital and Community Services

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Date: [REDACTED] 2018

DLT Member / HSCE: Adrian Pennington

Position: Chief Executive

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Date: [REDACTED] 2018

