



South East Queensland **Emergency Care** Action Plan

Advancing health: Improving the patient journey



Message from the Minister

The Queensland Government's *My health, Queensland's future: Advancing health 2026* vision responds to the healthcare challenges facing Queensland.

One of the key directions of the vision is delivering timely, quality and sustainable care and the *South East Queensland Emergency Care Action Plan* will help deliver on this commitment.

This plan was developed in consultation with key leaders from Hospital and Health Services (HHS) across South East Queensland (SEQ) and the Queensland Ambulance Service (QAS).

It is designed to support the efforts of our dedicated and hard working clinicians and ambulance staff who are working tirelessly to ensure patients get the very best of care, despite the current and predicted future demand.

Emergency care is essential to better health outcomes for many patients who require unscheduled and urgent medical treatment each year.

The Queensland Government's \$10 million investment under the *South East Queensland Emergency Care Action Plan* directs funding to ensure emergency patients receive timelier and better coordinated care in the most appropriate clinical environment.

This targeted investment will also ensure our system continues to evolve to provide safer, higher-quality services and improved health outcomes into the future.

The Hon. Cameron Dick MP
Minister for Health and
Minister for Ambulance Services

Emergency Care in Queensland



80.1%

of patients off ambulance stretcher within **30 mins**[^]

76.2%

of patients admitted or discharged from the emergency department in **4 hours**[^]

7%↑



increase in the number of very sick patients requiring emergency care - Category 1 and 2 attendances[^]

110



additional ambulance operatives were employed by QAS last year



93,000+

additional occupied bed days[^]



5.7%↑

increase in emergency department activity[^]



4.9%↑

increase in ambulance arrivals to public hospitals - over **22,000** more arrivals[^]

In 2016-17 QAS answered

786,545



Triple Zero 000 calls

an increase of

6.61%↑

In 2017-18 QAS operating budget will be \$719.6m - a

6.9%↑

increase on last year. The capital budget for this year is \$54.57m

91%

of Triple Zero 000 calls answered within

10 seconds



150



new and replacement ambulance vehicles will be provided in 2017-18

[^] Data based on May 2017 Financial Year to Date (FYTD) compared to May 2016 FYTD

* ED activity indexed for complexity

Investing in key improvements

More ambulance crews in SEQ

- Immediate investment of \$5 million in 2017-18 to mobilise an additional 40 paramedics across SEQ.
- This investment will help further improve ambulance response times in the community.

Improved models of emergency care

- \$1.8 million will be provided by the Queensland Government to implement improved emergency department models of care across SEQ throughout 2017-18.
- This will provide more streamlined patient journeys and reduce unnecessary delays to treatment and discharge.
- Models of care could include the use of senior clinicians in the early assessment of patients to ensure the right patient is managed in the right place at the right time.

Growing system capacity

- For the second year in a row, the Queensland Government has invested \$15 million to support an additional 90 beds across SEQ hospitals.
- This targeted investment in additional bed capacity ensures greater system capacity during periods of peak demand such as winter.



Ambulance



Emergency Department



Inpatient Unit



Community

Safer, more timely handover of care

The Queensland Government will invest \$700,000 in 2017-18 to support a more streamlined process for the handover of care between QAS and emergency departments. This will include:

- Fast-tracking the implementation of a new standardised protocol for managing the handover of care
- Employing dedicated nursing staff in all SEQ hospitals to ensure timely and safe handover of care.

Better service coordination

- Following a successful pilot in Metro North Hospital and Health Service in 2016-17, the Government will invest \$1.2 million in 2017-18 to support the establishment of Patient Access Coordination Hubs across all SEQ HHSs.
- These hubs will support improved access to emergency care through better coordination and utilisation of available resources.

Improving emergency care of the frail elderly

- \$1.3 million will be provided in 2017-18 to support the implementation of proven models of care specific to frail elderly patients presenting to SEQ hospitals.
- Implementation of these models of care will ensure that these patients receive the right care, from the right team within the right timeframe.

Building on existing investments

The \$10 million South East Queensland Emergency Care Action Plan will build on existing investments made by the Queensland Government to improve access to emergency care across SEQ, including the \$15 million Winter Beds Strategy.

These other investments have included:

- \$1.7 million to support initiatives across Metro South HHS, which include increasing the opening hours of the Emergency Department at Redlands Hospital and additional beds at Logan Hospital
- \$18.3 million to expand bed capacity at Mater (South Brisbane) and support improved emergency care access across Metro South HHS.
- \$2 million to support initiatives across Metro North HHS including funding for interim care in Zillmere and sub acute beds in Caboolture.
- \$8 million to support initiatives at Gold Coast HHS including changes to the Emergency Department models of care together with additional paediatric Emergency Department beds.
- \$1.5 million to support additional beds including additional Hospital in the Home beds at Ipswich Hospital.

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The Queensland Ambulance Service provides a world-class free ambulance service to the people of Queensland and our response times in the community are amongst the best in the country. We know that we can do better and this investment will help ensure we stay ahead of the game in terms of providing the community with the service they deserve.

Russell Bowles, Commissioner, Queensland Ambulance Service

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Timely access to acute care for frail elderly patients is essential for this vulnerable group. Each delay experienced by these patients can directly impact on their ability to live independently and return home. Targeted strategies specific to this patient group are essential to minimise delays, both clinical and non-clinical, and maintain optimal health.

Dr Ian Scott, Director of Internal Medicine, Princess Alexandra Hospital, Co-chair, Statewide General Medicine Clinical Services Network

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Empowering clinicians with timely access to decision-enabling information through real time monitoring, alerts and actions is the key to achieving efficiencies at all levels, particularly for patients. This requires enhanced levels of co-ordination across each unit, department, Hospital and Health Service, from point of entry to discharge, that focuses on the patient healthcare experience and seeks to maximise service delivery, minimise service waits and deliver quantifiable high quality outcomes. The Queensland public rightly expects us to be joined up and operating at peak performance levels for whenever they need our services.

Dr Elizabeth Rushbrook Executive Director Medical Services, Medical Services, Metro North Hospital and Health Service

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