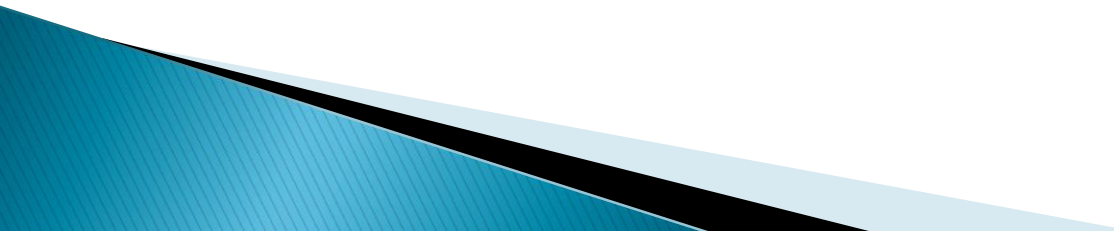


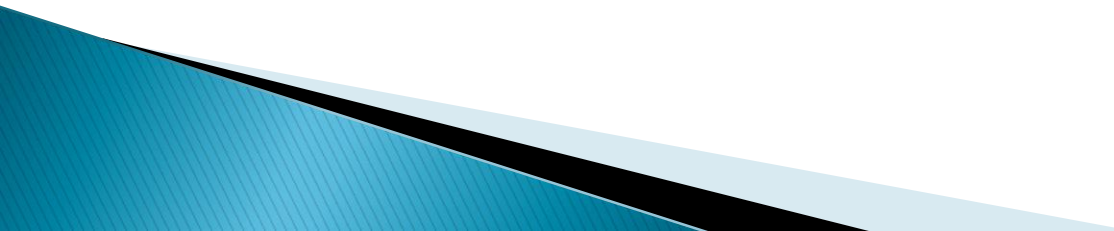
Redesign of Emergency Medicine

Dr Paul Jarvis
Calderdale Royal Hospital

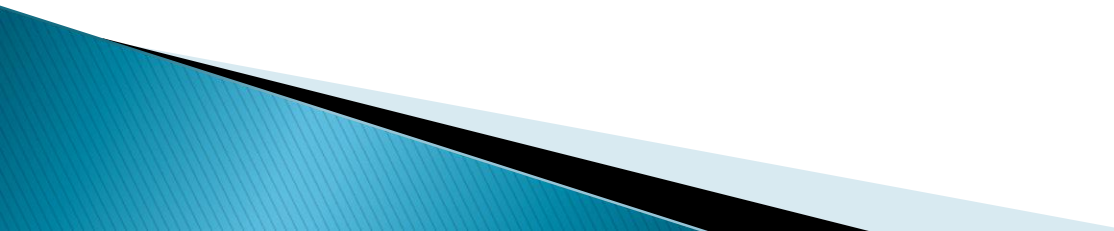
Problem

- ▶ >60 mins wait before initial assessment
 - ▶ 10% of patient Did not wait
 - ▶ High number of complaints
 - ▶ Last minute decision making
 - ▶ Late consultant involvement
- 

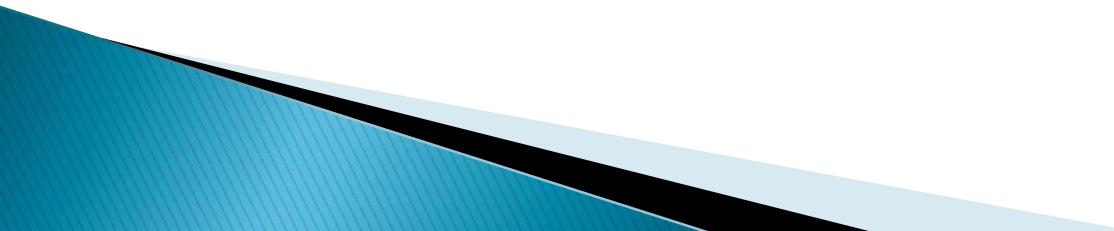
Review of Service

- ▶ What we thought was not true!
 - ▶ 11am busiest time of day not 6pm
 - ▶ Takt time 6.5 mins
- 

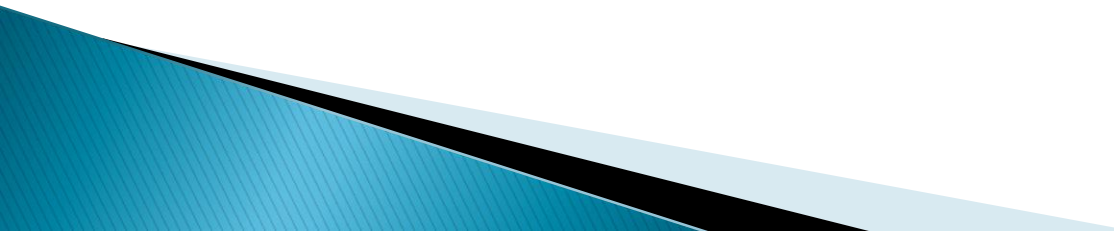
Redesign

- ▶ Early streaming
 - ▶ Remove unnecessary steps
 - ▶ Remove/reduce waiting
 - ▶ Senior decision maker at front end
- 

Results

- ▶ Did not waits drop from 10% to 0.5%
 - ▶ Complaints down
 - ▶ 9–5 sees a reduction of 40 patient hours
- 

Challenges

- ▶ Senior staff numbers
 - ▶ Flow in the rest of the hospital
 - ▶ Resistance to change
 - ▶ Escalation and action
- 

Thanks

Any Questions?