



Message from the Co-Chairs

Emergency Department Taskforce



Emergency Department (ED) Taskforce Newsletter

Issue 4: June 2024

Dear colleagues,

We're excited to say that the ED Taskforce has convened four times, and we're moving full steam ahead with initiatives to improve ED wait times, access to care and to explore innovative solutions to divert pressure from our hospitals.

Our collaborative efforts with Taskforce members ensure continuous improvement and deliver impactful results for NSW.

Here's an update on our projects aimed at easing the pressure on our EDs:

- **Transition to selected Hospital Access Targets by 1 July 2024:** we're pleased to share we are on track for the transition to selected Hospital Access Targets through consultation with the [Australasian College for Emergency Medicine \(ACEM\)](#) by 1 July 2024. The new Hospital Access Targets include:
 - $\geq 80\%$ patients discharged from a NSW public hospital ED should have an ED length of stay (LOS) ≤ 4 hours.
 - $\geq 80\%$ patients admitted or transferred from a NSW public hospital ED should have an ED LOS ≤ 6 hours.
 - $\geq 60\%$ NSW public hospital ED patients admitted to a short stay unit should have an ED LOS ≤ 4 hours.
 - $\geq 95\%$ NSW public hospital ED patients should have an ED LOS ≤ 12 hours
- **Hospital in The Home (HiTH) reform:** HiTH allows patients to be cared for safely in the comfort of their home, rather than in a hospital bed. The HiTH reform aims to reduce service variation across NSW, improve integration with hospitals, and utilise virtual care to increase capacity, capability and scalability of services.

- **System wide review of alternative referral pathways for NSW Ambulance:** this initiative ensures consistent pathways for patients to receive treatment in the most appropriate setting. For those calling triple zero who are assessed as not requiring an emergency ambulance, alternative referral pathways are available, including Extended Care Paramedics, virtual care services, urgent care services, and community services.
- **Best practice ED and patient flow models:** this initiative empowers our hospital clinicians with the tools to improve access to care. We are researching and validating patient flow strategies and models of care that should be considered minimum standard within NSW Health hospitals.
- **Innovative models and ideas that have the potential to ease pressure on EDs update:** the innovative models and ideas submitted by our Taskforce members are currently undergoing an evidence review. They fall under 3 categories, reducing ED Length of Stay, alternatives to ED and complex pathways.

We are committed to continuously improving our emergency services and look forward to sharing more updates soon!

Kind Regards,

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