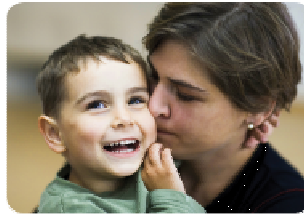


Ambulance Release Nurse

Created and implemented at John Hunter Hospital in April 2006



Summary of Role

- Day to day management of patients in the emergency department ambulance bay including ongoing assessment and initiation of treatment from 1000-2130hrs.
- The role is responsible for guiding the delivery of optimal patient care through collaborative partnerships at the “Front of House”.
- Assist in controlling arrivals, by triaging in a timely and efficient manner, enhancing performance against mandated KPI’s.
- Ensuring patient safety for all patients who arrive via ambulance and are required to wait in the ambulance bay for bed availability.

Why implement this role?

Patients arriving and delayed in the ambulance bay require access to high level patient care provided by a trained emergency nurse.

This role assists the emergency department to off load ambulance patients and initiate treatment within mandated KPIs. Patients delayed in the ambulance bay receive equity in the quality of their care.

The Ambulance Release Nurse also manages the environment of the Ambulance bay to ensure safety of patients and staff.

Contact

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Impact of role

Releases ambulances back into the community:

- Over 15 months John Hunter ED has maintained off stretcher KPIs > 90%.
- John Hunter ED averages 60 ambulances per day

Early initiation of treatment:

- Over 15 months John Hunter ED has sustained all mandated triage times.

Patient satisfaction:

- No complaints received from patients in relation to this service
- Improved staff satisfaction in relation to patient safety and the early initiation of treatment for patients.