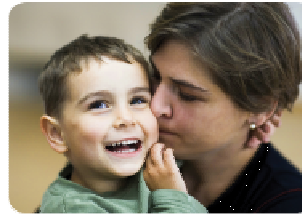


Front of House ED Co-ordinator

Created and implemented at John Hunter Hospital in April 2006



Summary of Role

- Day to day management of all waiting areas in a complex and dynamic level 6 Emergency Department.
- Guides the delivery of optimal patient care through collaborative partnerships with triage, Clinical Initiative Nurse and Ambulance Release Nurse.
- Assists in controlling arrivals through queue management, triaging and assessment of patients in the Emergency waiting areas in a timely and efficient manner.
- Waiting patients and nursing staff have access to a senior nurse with expert knowledge and all aspects of emergency nursing care.

Why implement this role?

- Safe management of patient care and timely patient flow is paramount.
- During extreme surges at triage a senior nurse with advanced assessment, reassessment and prioritisation skills is needed to queue manage, ensuring that the patient with the greatest need for emergency care is seen first.
- This role was also important for patient satisfaction with the service in liaising with the general public and minimising complaints.

Contact

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Impact of role

John Hunter ED has maintained performance and adherence to all Triage KPIs over its' busiest winter to date.

Improved coordination of ambulance off stretcher times: **19 min average.**

Patient satisfaction:

- 'Did not Waits' fell from 6% - 2%
- Complaints around waiting times reduced to 1%.

From a patient safety point of view there has been no significant clinical waiting room incidents following implementing this role.