Optimal Target Operating Model for ED inc stroke

Attendance

Triage

Assessment & Treatment

Discharge or admission

Returns

Patient/staff Experience

90% ambulance handovers taken within 15 mins of arrival 95% patients triaged within 30 mins of arrival

7 day access to social work and community support 95% patients are reviewed by a senior clinician within 150min of arrival

80% average occupancy of assessment/ observation areas

90% patients wait no longer than 30min for specialist input from ED referral

100% eligible patients receive alcohol brief interventions either in ED or via f/ up clinic

90% stroke patient s will have brain imaging within 4 hours

100% of stroke patient have swallow screen within 4 hours

90% of eligible stroke thrombolysis patients will receive CT within 15 minutes.

100% of post tonsillectomy haemorrhage patients to have IV access before being transferred from ED 95% of patients are admitted or discharged as appropriate within 4 hours of arrival

40% of patients are admitted (average)

Average length of stay in ED is <120min

>90% frequent attenders have a set management plan

< 5% patients return for the same issue within 28 days 95% of patient record is electronic

100% patients are informed at each stage of their treatment in ED

100% patients had a very good/ excellent experience

75% patients provide on the day feedback about experience

Staff sickness/ absence < 4%

>80% positive feedback from students and trainees