

Fremantle Hospital and Health Service



Pictured at right in the C.C. Bennett Lecture Theatre:

*Dr David Blythe,
Clinical Director,
Clinical Care
Directorate,
FHHS,*

*Dr Robyn
Lawrence,
Executive
Director,
Innovation and
Health System
Reform, DoH,*

*Dr Shirley Bowen,
Acting Executive
Director, FHHS,*

*Dr Yusuf Nagree,
A/Director
Emergency
Director, FHHS.*

Fremantle Hospital Executive Director (Acting) Dr Shirley Bowen has urged all staff to study and understand the whole-of-hospital Four Hour Rule initiative.

"Implementation of the Four Hour Rule is a huge task for the whole hospital but when we are successful the outcomes will benefit everyone," Dr Bowen said.

Dr Bowen was commenting after Fremantle Hospital staff were briefed on all the Four Hour Rule issues in the C.C. Bennett Lecture Theatre on Tuesday.

The Executive Director of Innovation and Health System Reform, Dr Robyn Lawrence, detailed the changes that will take place over two years and answered questions from staff.

"One of the important points staff need to remember is that the Four Hour rule is a whole of hospital redesign process," Dr Lawrence said.

"This is not going to happen overnight. There will be several phases implemented across a 24 month period, and we are not expected to reach the target of 98% compliance immediately," she said.

Dr Lawrence said the introduction of the Four Hour Rule would be a gradual process.

The aim of the Four Hour Rule is to improve the patient experience by reducing delays in both the Emergency Department and inpatient areas.

"This is a quality initiative to enhance the patient journey," she said.



Dr Shirley Bowen

"We encourage everybody, in all roles, to be involved with the implementation of the Four Hour Rule," Dr Shirley Bowen.



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“Having worked in the NHS in 1992-1993 the improvements we observed from the clinical redesign projects (centred around the four-hour target)...are nothing short of miraculous.”



Dr Tony Ryan

“Fast-forwarding to the present NHS and the redesign of ED, triage, flows, early diagnosis and review by senior medical staff, coupled with quicker investigations and improved ward management and discharge procedures, has improved clinical outcomes dramatically.”



Prof Gary Geelhoed

“My impression prior to the visit was that the Four Hour Rule would be too blunt an instrument that did not allow enough flexibility to deal with individual patients.

Having completed the tour, however, I came away convinced that having a Four Hour Rule applying to patients in the emergency department realises efficiencies throughout the hospital, is both well received by patients and

evidence suggests clinical outcomes are also improved.

All staff we spoke to spoke positively of the change and all agreed that the current system was far superior to what had existed prior to the four hour rule.”



Jenny Brenton

“For a system that had had similar demand pressures to those we experience here, it was evidence of the impact that system wide changes have made to walk into a very busy London ED mid morning on a Monday to find a near empty waiting room.

The extent of redesign of processes in all areas of the patient journey and the impact this

had, along with the dedication of the staff to improving the patient experience were key aspects of the visit for me.”

“Allied Health Professionals (AHP’s) and Pharmacists contributed significantly to the safe, timely, effective and supported discharge of the elderly and clients with complex needs.

“Quoting Sir George Alberti, ‘Allied health are the jewels in the crown when trying to achieve the targets along the continuum of care.’

It was inspirational to see the collaborative interface between Medical, Nursing and Allied Health professionals working towards a common goal of high quality patient care.



Marani Hutton

Deadlines drawn for Four Hour Rule

Royal Perth Hospital, Sir Charles Gardiner Hospital and Princess Margaret Hospital will also be involved in the Four Hour Rule initiative.

Other hospitals with emergency departments - Rockingham General Hospital, Armadale Kelmscott Memorial Hospital, Swan Districts Hospital, Bunbury Hospital, Graylands Hospital, and Joondalup Health Campus - will begin in October and Country Regional Resource Centres (including Nickol Bay Hospital), Peel Health Campus and King Edward Memorial Hospital will begin in April 2010.

To stay up to date with all new information, updates and presentation staff can visit <http://intranet.health.wa.gov.au/emergencydemand/home/>

Continuing a series of Bulletins about staff, achievements, departments and events.

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