

## Frequently Asked Questions

# Mount Gambier and Districts Health Service (MGDHS) Review update

In November 2016, Country Health SA commissioned an independent review into the care of Emergency Department patients at Mount Gambier Hospital.

The review team's report is now available and outlines 22 recommendations to improve access to emergency departments and patient flow through the hospital. Country Health SA has accepted the recommendations and has begun planning for their implementation.

### What did the review team recommend?

The following table provides a summary of the review team's recommendations and their implementation status.

The full recommendations are available at [www.sahealth.sa.gov.au/mtgambierhospital](http://www.sahealth.sa.gov.au/mtgambierhospital)

	Recommendation	Status
Completed	2. Revitalise the Emergency Department education program.	Ongoing education and in-service programs for emergency department doctors and nurses are now occurring regularly.
	7. Allocate a triage nurse to the Emergency Department for 12 hours a day.	Additional triage nurses are already working in the emergency department.
Progressing	1. Recruit a new Emergency Department Director	Dr Hiren Chotaliya is the Acting Director and MGDHS is advertising to fill this post permanently.
	3. Review recruitment processes for Resident Medical Officers.	Recruitment to fill available vacancies continues while future recruitment methods are considered.
	9. Implement a staffing escalation process during times of increased activity.	Escalation processes are in place and will be further developed when additional medical resources are in place.
	14. Staff the Emergency Department with an Emergency Department Shift Coordinator who is an emergency trained RN and who can be the hospital shift coordinator.	After hours coordinators (senior nurses) are in place and will receive additional training in emergency nursing.
	16. Review the category 'Admission within ED'.	Admission practices will be in line with SA Health criteria and procedures.
	18. Recruit a full time physician as soon as possible.	Recruitment is underway for two full time physicians.
	20. Review the need for both the ward cover and the additional late shift to the Emergency Department once other recruitment and restructuring processes are in place.	An interim review will occur six months after this additional medical staffing is established.



	Recommendation	Status
Planning underway	4. Enhance after hours ward medical cover with a 4pm to midnight Resident Medical Officer shift.	Recurrent funding has increased to allow for the recruitment and appointment of additional doctors.
	5. Create an additional Emergency Department Resident Medical Officer shift from 1pm to 9pm.	Recurrent funding has been increased to allow for the recruitment and appointment of additional doctors.
	6. Introduce an Emergency Department Nurse Educator to develop an education framework.	Country Health SA will appoint a Nurse Educator to support emergency department education.
	8. Introduce an electronic patient tracking system	The Enterprise Patient Administration System (EPAS) will be introduced at Mount Gambier Hospital.
	10. Remove Emergency Department nursing staff from supporting the Code Blue team at times of greater clinical need.	Occurring during March 2017.
	11. Review the Clinical Initiative Nurse role in the Emergency Department, in line with the patient flow initiative.	This role will be reviewed during the Patient Flow Project.
	12. Staff the Nurse Practitioner Model of Care above the base staffing ratio.	For review and further consideration in the six months after the additional medical resources are in place.
	13. Provide clerical support for each Emergency Department late shift.	Clerical duties and roles will be reviewed and consideration given to the most appropriate arrangements.
	15. Implement a formal patient flow initiative at MGDHS.	This project will be supported by a senior nurse working on a half time basis for six months.
	17. Recruit at least two medical registrars.	An application has been submitted to the Commonwealth Government for funding for two medical registrars. Awaiting outcome.
	19. Reinvigorate discussion with paediatricians about their concerns with staffing and other issues.	Paediatric workload and service profile is under review. An application has been submitted to the Commonwealth Government for funding for a paediatric registrar. Awaiting outcome.
	21. Convene a planning meeting to describe a medium to long term sustained clinical staffing and service structure.	Planning and review taking place.
22. Plan for new models of staffing of other Country Health SA services.	Planning and review taking place.	

### Will Country Health SA implement the recommendations?

Country Health SA has accepted all 22 recommendations, many of which it has completed or is progressing as part of normal business and as part of enterprise bargaining processes.

It is now working through the remaining recommendations and has begun planning to determine timeframes and paths for their implementation.

Implementing some of the recommendations will mean working with other bodies and to their timeframes.

For example, EPAS will be the electronic system for the Emergency Department and it will be rolled out at Mount Gambier Hospital as part of the state-wide project plan.

### Is the review team's report available online?

The report is available on the Mount Gambier Hospital page of the SA Health website, located at [www.sahealth.sa.gov.au/mtgambierhospital](http://www.sahealth.sa.gov.au/mtgambierhospital).

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### For more information

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