

Our commitment to improving care

One of the most important areas of focus for the Department of Health is the provision of care via Tasmania's four major hospital Emergency Departments (EDs).

On 12 September 2023 Minister for Health, Guy Barnett, announced an independent review into the operation of Emergency Departments at all four major hospitals in the state: (*Major Tasmanian Hospital Emergency Department Review to Improve Patient Access and Flow*).

In December 2023 the Independent Panel provided a set of interim recommendations with milestones and completion dates set for first half of 2024.

Interim Action Plan	
Implement best practice admission and discharge care.	<ul style="list-style-type: none"> Each patient/client/carer will receive an estimated discharge date (EDD) on admission (within 24 hours). Increase number of overnight patient/clients discharged between 10:00am and 12:00noon. Implement Statewide Transit Lounge Policy that provides a principles approach to optimising the use of Transit Lounge. Re-invigorate Criteria Led Discharge program.
Optimise the safe flow of patients to their next care environment, reducing unnecessary presentation OR length of stay in the emergency departments.	<ul style="list-style-type: none"> Cease medically stable intra-hospital and health service transfers (including outpatient departments) being transferred through the ED through the implementation of <i>the Inter-Hospital Transfers (IHT) Policy</i>. <i>Statewide Admission from Emergency Departments Policy</i> to be operationalised (including Interim Inpatient Management Plans to be in place across all facilities) and compliance monitored.
Care of low acuity patients arriving by ambulance.	<ul style="list-style-type: none"> Implement Emergency Department direct to waiting room pathway to proactively manage demand by considering the appropriateness of Transfer to the Waiting Room for low acuity patients.
Care of older people in residential aged care.	<ul style="list-style-type: none"> Focus all In-Reach care programs on the highest admitting RACFs to improve the model of care and support care in place. Aim to provide alternative methods for assessment, care, and management for aged care residents.
Optimise patient care and workload distribution through a comprehensive review of acute medical admitting process and ongoing referral to sub-specialities including aged care.	<ul style="list-style-type: none"> Any revised Model of Care should consider re-distribution of staff to allow extended hours care and to meet current and anticipated service demands. Any new roster arrangements (if required) should consider re-distribution of staff to ensure appropriately skilled staff are available 24/7 and to meet anticipated service demands.