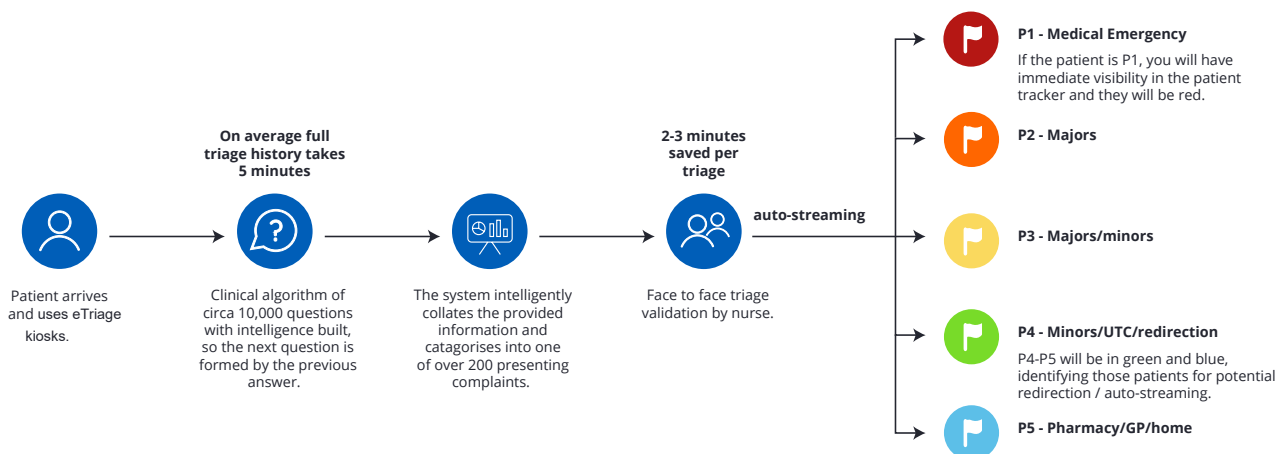


3 month impact of digital triage

on a busy NHS Emergency Department
Homerton Case Study*

*these findings are from an independent report done by Moorhouse Consulting.

How eTriage works in the department



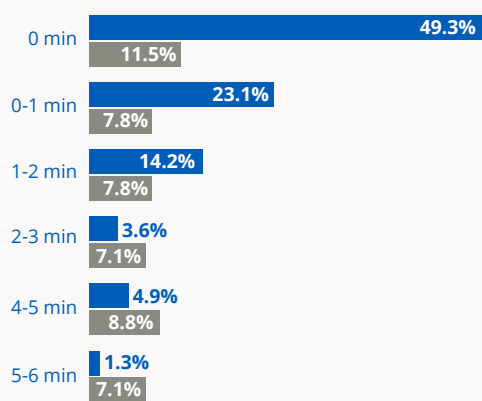
The 3 impact areas

1

Improving patient flow

The flow through a department can have a huge impact on patient safety, triage efficiency and staff resourcing. Improving patient flow is crucial to improving the performance on any Emergency Department.

Pre Post implementation



72% of patients are waiting less than 1 min in the queue - Elimination of front door queue and immediate clinical visibility of sickest patients

11 min time reduction between 3-5pm

100% of staff said eTriage had a positive impact on patient flow



Reducing or eliminating the pre-registration queue enables earlier identification and prioritisation of the sickest patients, improving patient safety and the patient experience

2

Improving patient safety

Patient safety should be the first priority when implementing any new process and workflow improvements. eConsult is designed by working clinicians so safety is baked into everything we do.



Nurses said eTriage **increases patient safety** and **reduces risk** of 'unknown patients'

Triage process **more streamlined** and consistent

14% reduction in triage assessment duration

92% of patients felt their privacy improved



Better quality information collected from patients directly at registration helps guide nurses in making faster triage decisions and frees up additional clinical time

3

Improving use of clinical resource

Due to the constant pressure on Emergency Departments in the NHS, staff are often pushed into roles not suited for their seniority or skill. This can mean expensive resources are used for simple tasks which amounts to inefficiencies across the Trust.

	Reception	Waiting room	Triage room
Pre	Receptionist	Band 7 & Band 5/6	Band 6
Post	Receptionist	Band 5/6	Band 6 & Band 7

Re-allocation of staff allowing a Band 7 nurse to move from streaming and screening to a triage room

Reallocation of Band 7 - released from streaming role

82% of staff felt they were able to carry out their role more effectively with eTriage

No pre-registration queue reduces pressure on staff and improves job satisfaction



Increasing the proportion of patients using eTriage releases additional receptionist capacity to support with other value-adding tasks

What's next?

The impact on Homerton ED was evident within only 3 months of going live. Over time we expect the impact to be even greater. Homerton ED was already ranked as one of the best performing hospitals, so the potential impact of reducing queue time for other hospitals could be far greater.

Interested in procuring eTriage for your Trust? [Click here to learn more.](#)