

Fact Sheet

Emergency Medicine and Critical Care



Emergency Departments

Emergency Departments (EDs) at **Auburn**, **Westmead**, **Blacktown** and **Mount Druiitt** hospitals provide 24-hour emergency care.

There will be a focus on implementing innovative models of care and work practices that support alternatives to presenting to an ED and providing the right care faster within the ED. These strategies will ensure care is provided in the right place.

Effective partnerships with general practitioners and other health care providers will be integral to the networked approach, including support for the Patient Centred Medical Home model www.wentwest.com.au/phn/programs/pcm.

Services will be closely networked with:

- ▶ Westmead ED supporting Auburn ED
- ▶ Blacktown ED supporting Mount Druiitt ED
- ▶ Emergency care arrangements for the proposed Rouse Hill health facility to be confirmed.

All emergency services will support networking arrangements by providing a gateway to the specialty care a patient requires, including timely transfer to another facility for higher level care when required.

Westmead ED will continue to have a supra-LHD role for managing complex trauma and a District-wide role supporting all facilities in the management and transfer of the most complex cases.

Critical Care

Critical care includes intensive care and close observation services.

- ▶ An intensive care unit (ICU) is a designated, specially staffed and equipped unit that provides observation, care and treatment to patients with actual or potential life-threatening illnesses, injuries or complications, from which recovery is possible
- ▶ A close observation unit (COU) is a specially staffed and equipped area of a hospital that provides an intermediate level of care between intensive care and general ward care.

Emergency Medicine and Critical Care continued

In WSLHD:

- ▶ Intensive care services will be provided at Westmead and Blacktown hospitals
- ▶ Close observation services will be provided at each acute facility
- ▶ Networking arrangements to support patient flow and management are:
 - ICU services at Westmead and Blacktown hospitals will be closely networked and will provide support to close observation services at Auburn and Mount Druitt hospitals
 - Paediatric patients requiring intensive care will be managed through The Children's Hospital at Westmead

Recommendations for emergency medicine and critical care services:

- ▶ Involve consumers and the community in the planning, design and evaluation of ED and critical care services
- ▶ Explore ways to work with general practitioners and NSW Ambulance to better stratify and stream patients before they present to the ED, and direct them appropriately
- ▶ Collaborate with service partners to enhance care coordination for older people with complex and chronic conditions in order to avoid unnecessary ED presentations and streamline care
- ▶ Promote health and wellbeing by creating an environment where consumers and their families and carers are engaged in health promotion and self-management, including initiatives to improve health literacy
- ▶ Create innovative and adaptable health care environments including development of the new and expanded EDs at Westmead and Blacktown hospitals; ICU developments for Westmead and Blacktown hospitals;

and redevelopment and expansion of specialist COUs at Westmead Hospital

- ▶ Optimise how services are developed, delivered and networked:
 - Support better networking between EDs in WSLHD and embed best practice for streaming models of care
 - Increase emergency capacity at Westmead and Blacktown hospitals, and determine the appropriate emergency care model for the proposed Rouse Hill health facility
 - Explore feasibility for development of minor injury services to manage non-critical conditions
 - Strengthen integration between the EDs of Westmead Hospital and The Children's Hospital at Westmead
 - Improve care pathways for patients presenting to ED with substance use issues and mental health condition
 - Align ED practices with the psychiatric emergency care centre (PECC) model at Blacktown Hospital and proposed development of a PECC at Westmead Hospital
 - Strengthen the in-house non-emergency patient transport retrieval/transfer system to support emergency patient flows
 - Optimise the development and delivery of critical care services by formalising networking and operational arrangements within and between hospitals for intensive care and close observation services
- ▶ Invest in technology that improves response times, optimises communication systems and streamlines emergency management operations
- ▶ Maximise the functionality of the new NSW Health electronic Record for Intensive Care (eRIC).