Information Bulletin

Waiting for What Delays in the Patient Flow Portal

Summary This Information Bulletin provides information to all NSW Health staff using the Patient Flow Portal (PFP) concerning the tracking and escalation of patient delays via the Waiting for What (W4W) functionality.

Document type	Information Bulletin
Document number	IB2022_014
Publication date	23 May 2022
Author branch	System Performance Support
Branch contact	(02) 9391 9538
Review date	23 May 2025
Policy manual	Not applicable
File number	H22/42004-1
Status	Review
Functional group	Clinical/Patient Services - Governance and Service Delivery, Maternity, Mental Health, Nursing homes, Surgical Corporate Administration - Governance
Applies to	Local Health Districts, Specialty Network Governed Statutory Health Corporations, Affiliated Health Organisations, Public Hospitals
Distributed to	Public Health System, Government Medical Officers, NSW Ambulance Service
Audience	Local Health Districts & Network Executives;Clinical and Nursing;Allied Health Staff;Clerical

Secretary, NSW Health

Waiting for What Delays in the Patient Flow Portal

PURPOSE

This Information Bulletin provides information to all NSW Health staff using the Patient Flow Portal (PFP) concerning the tracking and escalation of patient delays via the Waiting for What (W4W) functionality.

KEY INFORMATION

The 'Waiting for What' (W4W) functionality within the Patient Flow Portal is designed to assist Clinicians and other Hospital staff to identify and manage delays throughout the patient's journey.

W4W reasons do not include clinically appropriate waits in care. For example, the following are not considered wait reasons:

- Waiting for patient to complete fasting before performing an ultrasound.

- Non-weight bearing as a treatment plan.

A Patient's W4W reason needs to be captured once they have been recognised at any point during the inpatient episode of care, noting that a patient can have more than one W4W reason at any point of time during their episode of care.

The Patient Flow Portal (PFP) facilitates the capture of these waits either via automation for inter hospital transfer, inter ward transfer, Patient Transport Service or referrals or manual data entry for other delay reasons. By managing the W4W via Patient Flow Portal, it makes it easy for your facility to report, investigate and respond to these delays and improve patient outcomes.

It is required that all facilities across NSW maintains the capture and monitoring of delays in a patients journey via the W4W functionality, including escalation of the delays for management in a timely manner and regular reviews of the primary reasons of delays that have been captured in the W4W reports.

Waiting for What Categories

The W4W reasons are grouped into five primary categories, each primary category has several secondary categories that can drill down to specific delay reason. Each wait captured includes the ability to capture free text improve escalation and management.

Diagnostics / Treatment

Diagnostic tests and clinical procedures that have been requested and not been performed.

Referrals

Referrals made to a service provider in the hospital (Allied Health, Medical, Nursing or Other Team or Specialist) that have been unable to review the patient within 1 business day. Automatic referral delay timeframes can also be set in the Patient Flow Portal for all Local Heath Districts.

Discharge Process

Discharge reviews or plans, family/carer conference and home visits.

Out of Hospital Referral

This wait breaks down delays relating to the Guardianship process, National Disability Insurance Scheme (NDIS) issues, Aged Care Assessment Team workflow, Residential Aged Care Facility transfers and Accommodation. In each of these the Estimated Date of Discharge (EDD) should match the clinical plan of care, not the anticipated actual discharge date.

Transfers / Transport

Delays in transfer to other wards, other hospitals or transport.

W4Ws are automatically created when:

- Inter-Hospital Transfer (IHT) and Inter-Ward Transfer (IWT) request created in PFP has breached its clinical urgency timeframe.
- Patient Transport Service (PTS) Bookings when the service level agreement timeframes are breached.

Waiting for What Process

The W4W process is as follows:

Ward Clinical Managers:

- W4Ws must be entered into Patient Flow Platform as they arise and reviewed daily and must be escalated as needed.
- W4W's can be entered retrospectively if required
- Make sure open delays are correct, and close delays that have been resolved.
- Automated Referral W4Ws will close when the referral is in-progress or completed
- Automated transfer referrals will close when the transfer is in progress

Patient Flow Teams:

- Ward Staff must be supported to identify and open W4Ws.
- Open W4W reports must be reviewed daily.
- Open W4Ws must be managed or escalated to the appropriate head of department or executive team member.
- Feedback must be given to the to ward teams on improvements made using W4W.

Hospital and District Executive Teams:

- Ensure that there is governance in place to ensure oversight of the W4W process, with a feedback loop to clinicians

- W4W reports must be reviewed to identify and understand trends in service constraints.

- Actions must be prioritised to improve the service and prevent further delays for patients.

Clarification

If you have any questions or need education and support regarding Patient Flow Portal or W4W please contact the NSW Health Patient Flow Team, Ministry of Health.

email: moh-patientflow@health.nsw.gov.au

tel: 02 9391 9368

More information:

- Waiting for What information on PFP Support Site

- Waiting for What Management and Escalation Guide