

Theme | MECTP  
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## REASON WHY?

Improving time to initial assessment is critical to enhancing patient safety, ensuring timely clinical care, and reducing avoidable harm. Delays in this key metrics increases clinical risk, compromises care quality, and contribute to overcrowding, which strains resources and staff. Streamlining this process directly supports safer patient flow, reduces adverse outcomes, and aligns with national standards for emergency care delivery.



- To achieve 80% of walk-in patients triaged within 15 minutes of arrival by May 2026

## PLAN

Action cards were to be created in workstream 1 by the senior nursing teams.

The action cards would give a structured escalation process for the initial assessment teams to recover the triage time to 15 minutes at times of patient surge.

Streaming SOP was signed off and streaming to be re-commenced.

## DO

ED Senior Nursing teams worked collaboratively and created action cards through Workstream 1.

To test the action cards, a sustained week of testing week commenced 1/12/25. This was communicated to staff in the department prior to the test of change via the daily huddle, staff meetings and posters were created with a QR Code linked to the SaTH app to engage staff and enable them to see daily initial assessment performance metrics.

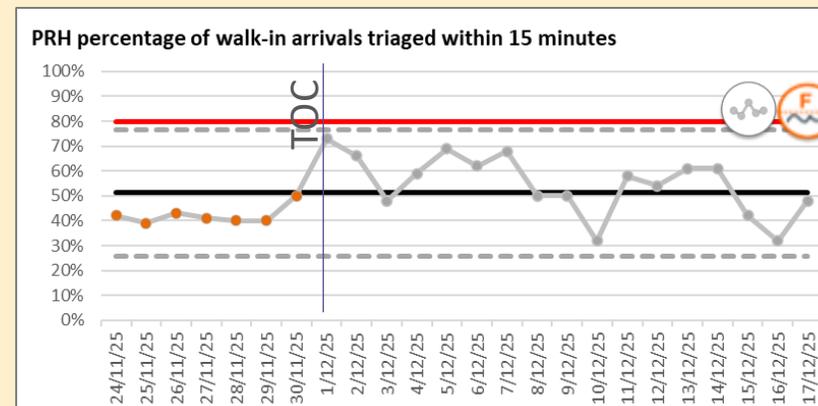
As a process measure the NIC shift log was used to document when the action cards were utilised. Below shows how many times the action cards were escalated to manage patient surge:

	Adult triage escalations to NIC	CYPU triage escalations to NIC
Monday	7	0
Tuesday	0	1
Wednesday	0	3 Action card not followed
Thursday	No data from shift log . Streaming nurse working dynamically with IA team to manage surge.	No data from shift log
Friday	0 Streaming nurse working dynamically with IA team to manage surge	1

## STUDY

There was improvement in the 15 minutes initial assessment performance during the test of change partly due to commencing streaming, the action cards were not followed consistently during the week.

The first 2 days were impacted by short staffing and PEFs were flexed to mitigate the staffing gap. When the action cards were followed, it was noted that the streaming nurse worked dynamically with the initial assessment team and was able to recover to 15 minutes at times of surge without escalation for more staff. The escalation process for paediatric triage was not effective.



## ACT

The action cards will be reviewed in 30 days inline with restrictions on PEF/Ward Manager availability to flex into initial assessment over the winter period.

The department will continue testing their PDSA until sustained improvement is evidenced through weekly performance reviews where this process will then be fully embedded.

To review how to obtain daily initial assessment metrics for team.

To review the paediatric triage process and escalation of patient surge via the action cards.

## ACKNOWLEDGEMENTS & REFERENCES |