

INTERNAL ONLY
ISLHD OPERATIONAL
BUSINESS RULE



IIMS - Transfer of Non-Emergency Patient Transport (NEPT) related IIMS notifications from ISLHD to NEPT

ISLHD OPS BR 66

ISLHD BUSINESS RULE

<p>Name</p>	<p>Transfer of Non-Emergency Patient Transport (NEPT) related IIMS notifications from ISLHD to NEPT</p>
<p>What to do</p>	<p>Step 1: NEPT related IIMS are to be entered into the site nominated location for Patient Flow IIMS notifications.</p> <p>Step 2: IIMS notifications screened daily by the ISLHD Patient Safety Manager to ensure the correct location of the NEPT notification.</p> <p>Where required, notifications are to be redirected to the assigned site Patient Flow location within IIMS.</p> <p>Step 3: IIMS notifications relating to NEPT are reviewed by the site manager assigned the responsibility for Patient Flow notifications within IIMS</p> <p>Step 4: Following review any incident found to involve NEPT is forwarded via e-mail to the 'Director of Clinical Redesign innovation and Business Strategy' / or delegate for further review</p> <p>Step 5: Where considered the notification would most appropriately be managed by NEPT, the 'Director of Clinical Redesign innovation and Business Strategy' / or delegate is to forward a request for relocation to the PSM assigned to the portfolio where the IIMS notification is located.</p> <p>Step 6: PSM to forward an e-mail to NEPT IIMS administrator requesting acceptance of relocation, with a copy of the attached IIMS notification.</p> <p>Step 7: Once advice received from the NEPT IIMS administrator indicating acceptance for relocation the ISLHD Patient Safety Manager is to forward the request for relocation to the</p> <ul style="list-style-type: none"> • Support Officer, Technology and Systems Support Health Support Services to complete the process. <p>A copy of the IIMS notification is to be included in this correspondence.</p> <p>Step 8: Support Officer, Technology and Systems Support Health Support Services will transfer IIMS to NEPT and confirm this via e-mail to the PSM when relocation has been completed.</p> <p>Step 9: The e-mail with attached IIMS notification indicating acceptance for relocation is Trimmed into AL/5131 by the allocated Patient Safety Manager.</p>

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<p>When to use it</p>	<p><u>NEPT Key Performance Indicators</u></p> <p>IIMS concerning NEPT delays should only be entered if they fall outside the agreed KPI times listed below:</p> <table border="1" data-bbox="512 607 1442 1608"> <thead> <tr> <th>Call Class</th> <th>KPI (Picked up/delivered within)</th> </tr> </thead> <tbody> <tr> <td>IHT Transfer for Specialist Care</td> <td>120mins</td> </tr> <tr> <td>IHT Transfer for Post Specialist Care</td> <td>240mins</td> </tr> <tr> <td>Other Discharge</td> <td>240mins</td> </tr> <tr> <td>ED Discharge</td> <td>90mins</td> </tr> <tr> <td>New NH Admission</td> <td>120mins</td> </tr> <tr> <td>Appointment</td> <td>15mins</td> </tr> <tr> <td>Post Appointment</td> <td>30mins</td> </tr> <tr> <td>Dialysis In</td> <td>30mins</td> </tr> <tr> <td>Dialysis Out</td> <td>60mins</td> </tr> <tr> <td>Airport Transfer</td> <td>0mins</td> </tr> <tr> <td>Palliative Care Patients</td> <td>120mins</td> </tr> <tr> <td>Escort Return</td> <td>60mins</td> </tr> </tbody> </table>	Call Class	KPI (Picked up/delivered within)	IHT Transfer for Specialist Care	120mins	IHT Transfer for Post Specialist Care	240mins	Other Discharge	240mins	ED Discharge	90mins	New NH Admission	120mins	Appointment	15mins	Post Appointment	30mins	Dialysis In	30mins	Dialysis Out	60mins	Airport Transfer	0mins	Palliative Care Patients	120mins	Escort Return	60mins
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<p>Why the rule is necessary</p>	<p>To achieve a standardised process across ISLHD for initial management of NEPT related incident notifications within the IIMS database.</p> <p>This process will also ensure all notifications deemed appropriate for review and management by NEPT are relocated to NEPT in a timely manner.</p>																										
<p>Who is responsible</p>	<p>ISLHD Patient Safety Managers ISLHD Site Patient Flow Managers and or delegates ISLHD Clinical Governance Unit Data Manager</p>																										

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	ISLHD Director of Clinical Redesign innovation and Business Strategy
Reference	PD2014_004 Incident Management

I, A/Director of Redesign, Innovation & Business Strategy of ISLHD attest that this business rule is not in contravention of any legislation, industrial award or policy directive.

Revision & Approval History

Date	Revision No.	Author and Approval
December 2015	0	ISLHD Patient Safety Manager ISLHD Director of Clinical Redesign innovation and Business Strategy Draft for comment October 2015 Approved Director of Redesign, Innovation & Business Strategy November 2015

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