

Barwon Health McKellar Centre achieves positive patient journey outcomes through digital transformation

Concentric Care Lighthouse at the McKellar Centre provides clinicians with real-time data to support improved patient outcomes



The introduction of Concentric Care Lighthouse at McKellar Centre achieved significant operational improvements to better support patient care and flow.

↓ 4.1

Days Reduction in length of stay¹

\$2.6

Million annual cost saving¹

Barwon Health, McKellar Centre

The McKellar Centre of Barwon Health is a publicly funded, 100-bed inpatient rehabilitation centre in Victoria, Australia which operates as a separate campus of the Barwon Health regional acute-care hospital. The Centre provides services in the areas of rehabilitation, geriatric evaluation and management and palliative care.

\$3,783

Reduction in cost per episode

The Challenge

In order to facilitate a patient's safe discharge from inpatient rehabilitation care, the individual goals and needs of the patient and family must be addressed. In attending to these needs, a variety of tasks are identified and must be coordinated and completed by health professionals from a range of disciplines. This coordination requires a high degree of team engagement, communication and accountability. Every patient's journey and progress towards discharge was displayed on large whiteboards on each ward. Limitations of this method included the requirement of staff to be in a single physical location to view and update information, and the risk of accidental loss of data when information was altered.

The Solution

Barwon Health implemented the Concentric Care Lighthouse, Electronic Patient Journey Board (EPJB) system in the McKellar Rehabilitation Centre. The system replaced whiteboards at nurse's stations with large computer monitors. Regular computer monitors were also placed where team collaboration occurs; and a customised board was installed in the admissions office to provide a consolidated view of all wards and further support patient access and flow in the Centre.

Clinical Outcomes



Improved
Patient
Journey



Improved
Continuity
of Care



Easy Access
to Patient
Data



Improved
Patient
Care Time



An analysis of 3,259 rehabilitation adult episodes from 2013–2018 found that the implementation of the Electronic Patient Journey Boards was associated with a reduction in length of stay of 4.1 days.¹



Staff can access and update information from any networked hospital computer, from multiple locations, eliminating the need to return to the central nursing station for updates.



During multi-disciplinary team meetings, the Electronic Patient Journey Board can be updated in real-time as decisions are made. Admissions can be planned according to predictions based on Electronic Patient Journey Board data.



An automatically generated ward 'handover report' streamlines the handover process to free-up patient care time.

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1. References:

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