

# TOWARD Project

## Time = One, Ward ARrival Done

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**Background:** The aim of the TOWARD Project is to improve transfer time from the Emergency Department (ED) to the Paediatric Ward (Sarum Ward) at Salisbury District Hospital. At the beginning of the project, 47% of children were transferred within the hour. We hoped to optimise transfer times while ensuring patient safety.

**Methods:** We introduced new referral paperwork for ED referrals, which allowed junior doctors to identify patients suitable for coming to the ward without a nurse accompaniment. Paediatric doctors were also responsible for the handover of patients to Sarum Ward nursing staff rather than a nurse led handover which may delay transfer.

Data was collected on a clipboard – time of referral and time of arrival on ward recorded and analysed. We also asked parents to fill in a questionnaire about their experience, to collect qualitative data.



### Qualitative feedback:

From our four questionnaires, all parents felt that our communication was good and one said "Communication calmed me down when I was distressed".

All four said that staff were friendly.

**Results:** In May and June, 72% of patients met the one-hour target. We took a break from recording data in July, to re-educate staff and increase aware of the project, designing a poster which we distributed around the department. Our re-audit in August and September showed that 83% of patients were now coming up to the ward within the one hour target.

**Conclusions:** Our new referral paperwork and change in handover style has improved the number of transfers from ED to the ward within one hour from 47% to 83%. This means that patients coming in via ED are being seen in more efficient and safe way.

Going forward, we need to collect more feedback from parents and look more closely at patient safety outcomes.

