



RAFT KGH ED Project

The aim of this project, at King George Hospital Emergency Department, was to implement a new RAFTing process to replace their existing Triage process to provide patients with higher quality care at the right time and in the right place.

The project start date was in April 2023 and end date October 2023, with numerous iterations over that period.

The improvement programme involved pilot and implementation of the following:

- RAFTing process.
- Ambulance Rapid Handover Model.
- Department 5s - a improvement technique to create a clean, safe, and efficient work environment.
- Improvement board - a visual representation of the improvement work undertaken in the department.

Attached are the following documents:

1. **Project summary front sheet:** Aids understanding the project aim and outlines attached documents and their content to this email.
2. **RAFT pilot data:** All collected data during the first RAFTing pilot and implementation, laid out in the following order:
 - a. **Executive Summary:** A brief project overview outlining the project purpose, methodology used, key findings, and improvement recommendations.
 - b. **Staff & Patient Survey dashboard:** Provides a summarised direct perspective from the people who are most affected by the process under review.
 - c. **Value Stream Map (VSM):** Provides the entire process flow view from start to finish. It aids in creating plans to optimise the process and helps identify improvement opportunities depicted by Kaizen Bursts (clouds at the top).
 - d. **Time Observation (Lead):** A tool used to collect data on the amount of time it takes to complete the entire process. Regarding this project the tool highlights how long it takes from when the patient arrives at RAFTing to when the patient leaves RAFTing. This data can then be used to identify areas for improvement, such as reducing waste or bottlenecks.
 - e. **Time Observation (Cycle):** A tool used to capture the time each operator takes to complete their tasks. The operators within this process were PELC Streamer, Receptionist, ADA and Nurse. The doctor cycle time was very detailed into the lead time and was extrapolated from there.
3. **RAFT DATA: Review Post Rapid Handover Model:** Contains data collected after the Rapid Handover Model was implemented into the RAFTing process laid out in the following order:



- a. **Executive Summary:** A brief project overview outlining the project purpose, methodology used, key findings, and improvement recommendations.
 - b. **Staff & Patient Survey dashboard:** Provides a summarised direct perspective from the people who are most affected by the process under review.
 - c. **Value Stream Map (VSM):** Provides the entire process flow view from start to finish. It aids in creating plans to optimise the process and helps identify improvement opportunities depicted by Kaizen Bursts (clouds at the top).
 - d. **Time Observation (Lead):** A tool used to collect data on the amount of time it takes to complete the entire process. Regarding this project the tool highlights how long it takes from when the patient is booking in at reception to when the patient leaves RAFTing. This data can then be used to identify areas for improvement, such as reducing waste or bottlenecks.
 - e. **Time Observation (Cycle):** this is the time each different operator takes to complete their tasks; the operators within this process were receptionist, nurse in charge doctor, ADA and nurse.
 - f. **Baton passing:** A Baton Passing Table was added to this project as it is a tool for tracking and managing the transfer of responsibility for a task or project from one person to another. It is used where it is important to track the handover of work.
4. **5S ECG Machine:** A picture of how the ECG machine space was organised to allow staff to immediately identify the position of the equipment, without having to wonder around the department looking for it.
 5. **Improvement Board:** A picture of the improvement board which showcases the impact of the improvements made in the area on the service, patients and staff. This board is also a method of empowerment and celebration of the department hard work.
 6. **KGH ED RAFTing Completed Project Showcase Page:** A celebration poster showcasing an improvement project once it has successfully been completed and implemented.
 6. **KGH ED Rapid Handover Model Completed Project Showcase Page:** A celebration poster showcasing an improvement project once it has successfully been completed and implemented.