KGH ED SDEC Project

The aim of this project, at King George Hospital Emergency Department, was to implement an SDEC Department to improve the flow of patients, providing patients with higher quality care at the right time and in the right place.

The project start date was in May 2023 and end date September 2023.

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. **Process at a Glance (PAAG):** This tool highlighted what the patient journey was going to be across the specific service and was created in a workshop prior to the first pilot of SDEC process in June 2023. Within the document the completed information stopped at column 'O' and 'R' as this is first steps that required examining from a current process they had in place prior to the pilot.

3. **CI project document**: All collected data collected during the improvement 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 allocated to SDEC to when the patient leaves SDEC. 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 ADA, Nurse and Doctor.

4. **Completed Project KGH ED SDEC**: A celebration poster showcasing an improvement project once it has successfully been completed and implemented.