GoLive: Online Waiting Times of the Papageorgiou General Hospital Emergency Department

Papageorgiou General Hospital of Thessaloniki
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Papageorgiou General Hospital in numbers

- 800 patient beds
- ~1500 employees
- 19.978 surgeries per year
- 71.367 inpatients per year
- 317.706 outpatients per year

(1/3 of them visiting the Hospital Emergency Department)

2. Background of the case

Emergency Department (ED) overcrowding has been an increasingly significant problem worldwide.

CAF indicated tha the Emergency Department in Papageorgiou General Hospital "suffers" :

- long waiting times for patients,
- frustration for patients and ED personnel,
- lesser patient satisfaction (based on complaints)
- greater risk and poor outcomes.

GoLive is an online platform publishing the emergency department waiting times.

- provide patients adequate information on how long they will have to wait until seen by a doctor.

- "normalize" the distribution of patients among hospitals by driving non emergencies to less crowded hospitals of the region

- Used as a "management tool" to get real time decisions regarding the ED operation
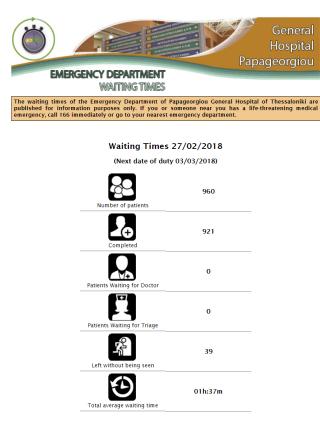
From concept to implementation, several barriers and challenges had to be overcome.

- From the doctor's and nursing community point of view, GoLive may encourage patients to self-triage in a dangerous way.

- From the patient's point of view, GoLive should provide non-misleading and comprehensive real time data, easily accessible.

- Regarding statistical processing, published times may be inaccurate based on the dynamic nature of the ED and lack of a standardized definition.

2. Background of the case

General Hospital Papageorgiou

EMERGENCY DEPARTMENT
WAITING TIMES

The waiting times of the Emergency Department of Papageorgiou General Hospital of Thessaloniki are published for information purposes only. If you or someone near you has a life-threatening medical emergency, call 166 immediately or go to your nearest emergency department.

Waiting Times 27/02/2018
(Next date of duty 03/03/2018)

Number of patients	960
Completed	921
Patients Waiting for Doctor	0
Patients Waiting for Triage	0
Left without being seen	39
Total average waiting time	01h:37m

Analytical Waiting Times per specialty
* select the clock icon on the right side of the table
** Waiting times are refreshed every 5 mins - *Last Update: 01/03/2018 10:15:43*

Specialty	Number of patients	Waiting	Completed	Waiting Times
Vascular Surgery	17	0	17	
Gastroenterology	2	0	2	
Gynecology	39	0	39	
Cardiology	101	0	101	
Orthopaedics	154	0	154	
Neurology	53	0	53	
Neurosurgery	3	0	3	

General Hospital Papageorgiou

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Waiting Times 27/02/2018
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Neurology

Number of patients	53
Waiting	0
Completed	53
Average waiting time to be seen	01h:09m
Average waiting time	01h:15m
Minimum waiting time	00h:01m
Maximum waiting time	04h:31m

Return

Papageorgiou General Hospital of Thessaloniki - IT Department

Non critical patients that schedule to visit the ED of Papageorgiou General Hospital

- Visit the GoLive webpage or download the application

- Get real time information about the general situation in the ED (avg. waiting times, patients waiting for doctor or triage)

- Get real time information on each doctor's specialty (min and max waiting times, patients waiting for doctor or triage)

- Decide whether they visit ED of PGN or schedule a doctor's visit to another hospital or Primary Care Unit

- The project was designed and implemented by the IT Department of the Papageorgiou General Hospital of Thessaloniki.

- Golive was developed as a web platform (www.gnpap-golive.gr) as well as an Android Application (https://play.google.com/store/apps/details?id=gr.papageorgiou_hospital.www.golive)

- Two IT Engineers were involved for a total time period of six months

- GoLive is steadily being used as a "tool" especially for the non-emergency patients that wish to visit the ED Department of the hospital.

- More than 700,000 hits have been directed to the GoLive web page since early 2017, from 33.000 unique visitors

- GoLive is a liaison between doctor's ED area and waiting room, informing ED personnel in real time about the patient load

- Hospital management can take evidence based decisions

Measured outcomes:

- Decrease in total number of patients visiting ED by 7,05%

- Decrease in total average waiting time by 7,24%

- Decrease in Pathology patients maximum waiting time (non-emergency patients) by 6,5%

- Decrease in patients complaints by 14,87%

- Decrease in "Left without being seen" by 27,35%

- Decrease verbal and physical violence against ED personnel thus increase their satisfaction

- A project like GoLive basis its "success" in universality.
- GoLive can be easily implemented for all hospitals of the region/nation provided there is an ED Information System.
- The concept is easily transferable to public and private sector customer service using queue system
- Real effort should be given in changing patient's mentality towards the use of Emergency Departments.
- Management support was a key factor for success

Questions

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