

Revealing **insights** into staff **experiences** with **complex systems** thinking

P091

IMPACT

Changes to clinical practice designed to improve workflow and patient safety involve changes to interactions between people and the work system. The experiences of staff must be considered when designing and implementing changes to clinical practice.

Inpatient wards/ units

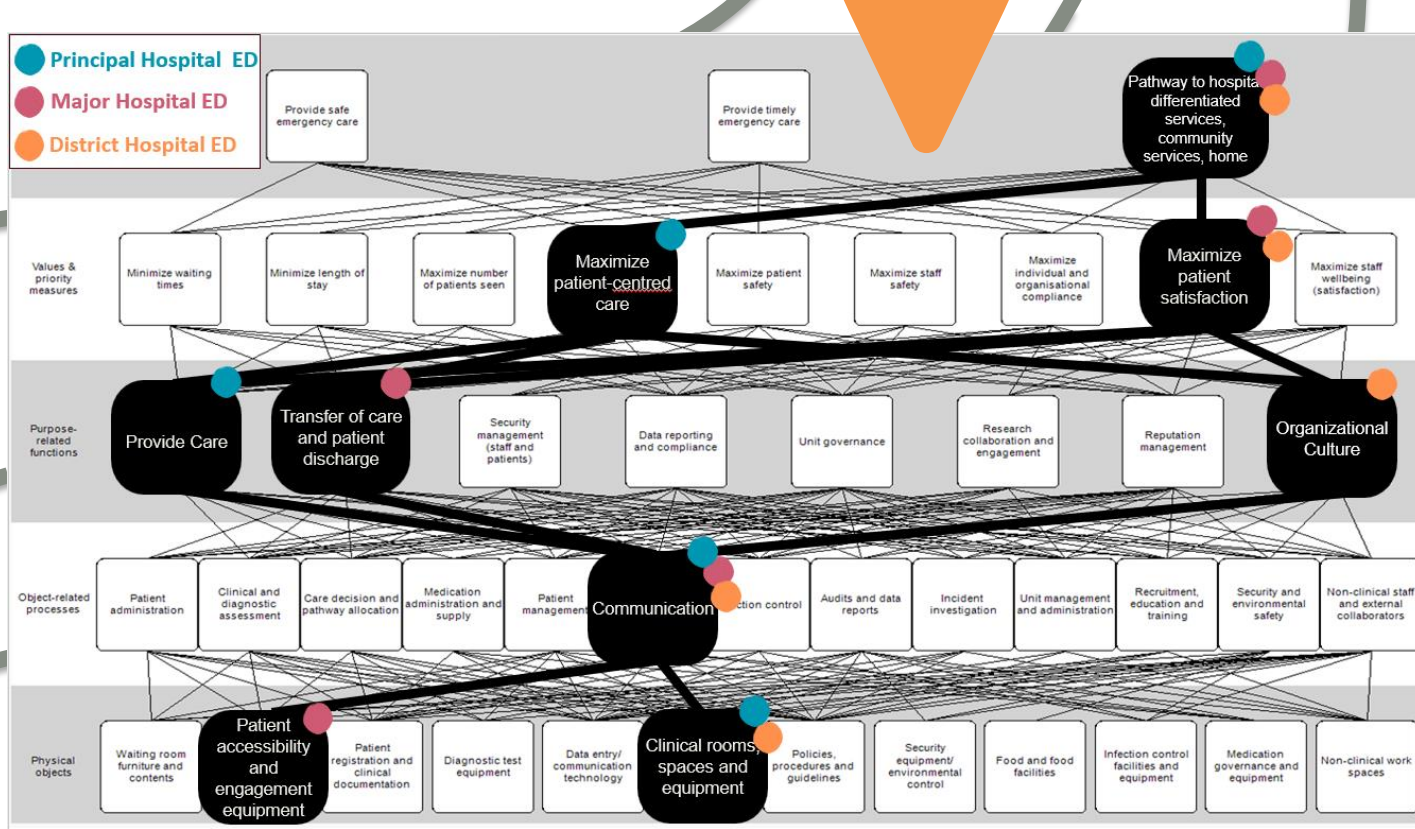
Patients, family, and carers



Specialists

Community Services

General Practitioner



SYSTEMS ANALYSIS

The ED Work Domain Analysis was used as a framework to understand how system factors such as the ED system purpose, measures, functions, processes and resources, as well as interactions within the system impact the experience of care delivery for ED staff, and patient safety.

OUTCOMES

Staff described **patient flow issues** related to hospital access block and under-resourcing of community teams impacted the EDs ability to achieve its purpose. These issues inhibited ED staffs' ability to provide **patient-centred care, access to care, and a good experience** for patients. **Environmental factors** such as lack of consultation rooms and means for engaging patients impaired **communication processes**, such as those between staff, patients, with specialists and different hospital units.

DATA COLLECTION

18 hours, 46 minutes of interviews with ED clinical (e.g., doctors, nurses, allied health) and non-clinical (e.g., clerical, patient experience coordinators) staff from three different types of metropolitan public hospital EDs.

SYSTEMS THINKING

Care is a product of the interactions between the people, work tasks, resources, physical environment, and organisational structures. The alignment between purposes, people, and the environment results in tension between safety, time, and quality in the provision of care.

ADULTS' EMERGENCY



Understanding the experience of care delivery in Emergency Departments: Applying a comprehensive system description framework

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