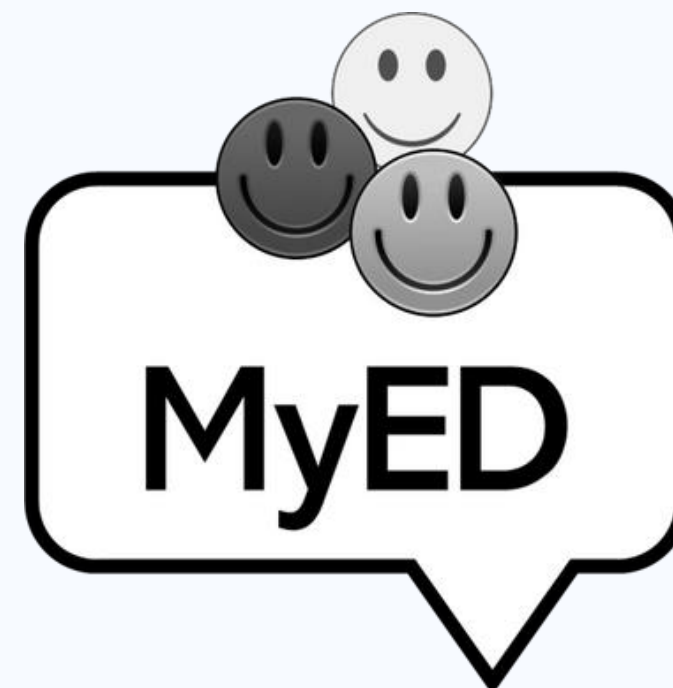


MyED project: Improving Emergency Department experience for people living with **Disability**

Dr Nema Hayba













MACQUARIE
University



 Australian Institute of Health Innovation



MyED Project Team

									
RCW	CC	EA	EFA	NH	LR	NR	MGA	SG	AD
Prof Robyn Clay-Williams Project Lead	Dr Colleen Cheek Project Manager	Dr Elizabeth Austin Research Fellow	Dr Emilie Francis-Auton Research Fellow	Dr Nema Hayba Postdoc Research Fellow	Mrs Lieke Richardson Research Assistant	Dr Natalia Ransolin Postdoc Research Fellow	Dr Magali Goirand Ampaire Postdoc Research Fellow	Ms Shai Grigg Indig Lead	Ms Amanda Dominello PhD Student

Made with Whimsical



MACQUARIE
University

Australian Government
Department of Social Services

HEALTH
CONSUMERS
NSW



NSW
GOVERNMENT

Health
Western Sydney
Local Health District



AGENCY FOR
CLINICAL
INNOVATION



NDIS Quality
and Safeguards
Commission

Acknowledgement of Country

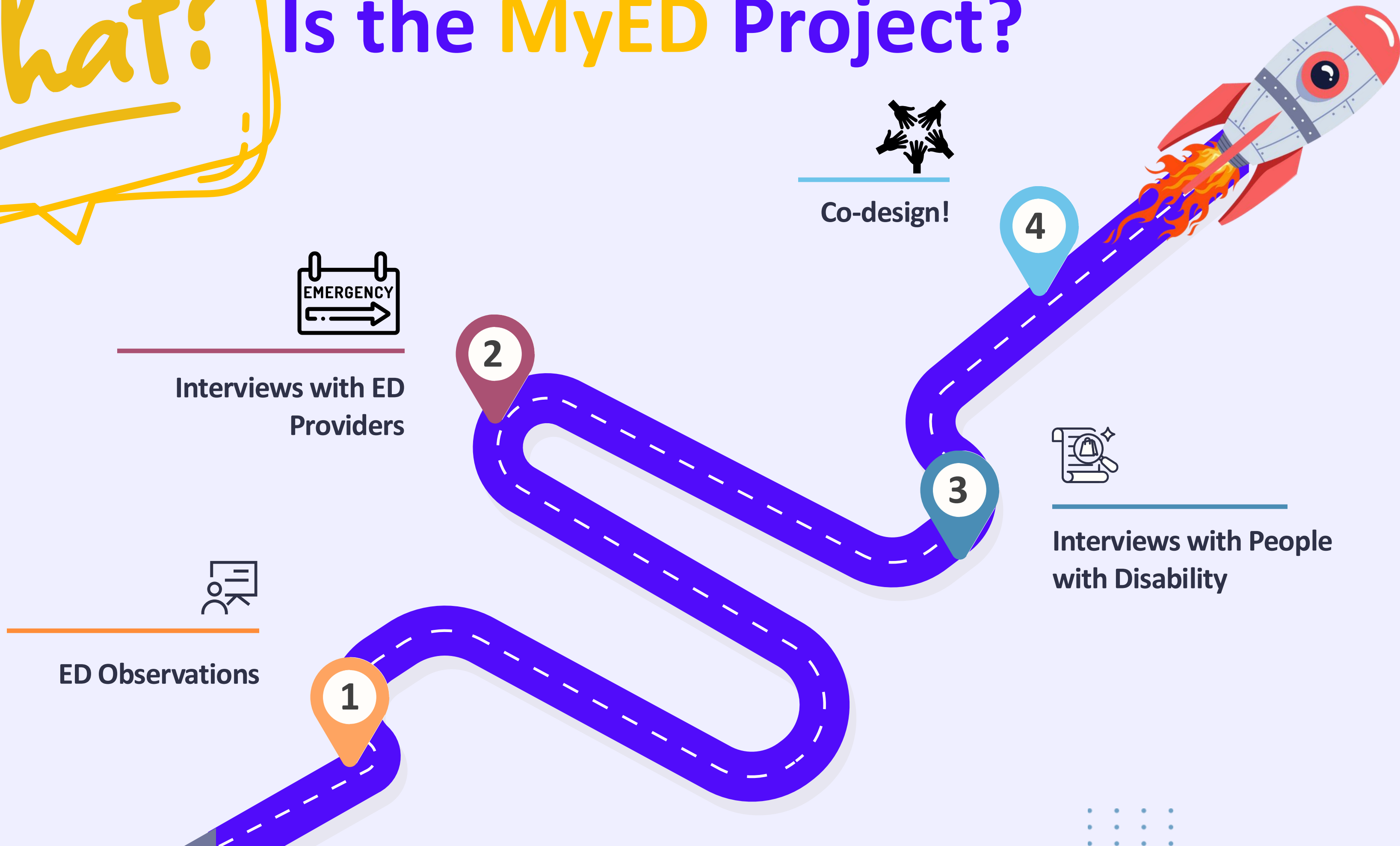
We would like to acknowledge the traditional custodians of the land on which we are gathered and pay our respects to their Elders both past and present. We would like to extend that respect to all Aboriginal and Torres Strait Islander people here today.

"There were so many things I could apply straight away!"



What?

Is the MyED Project?



Why?

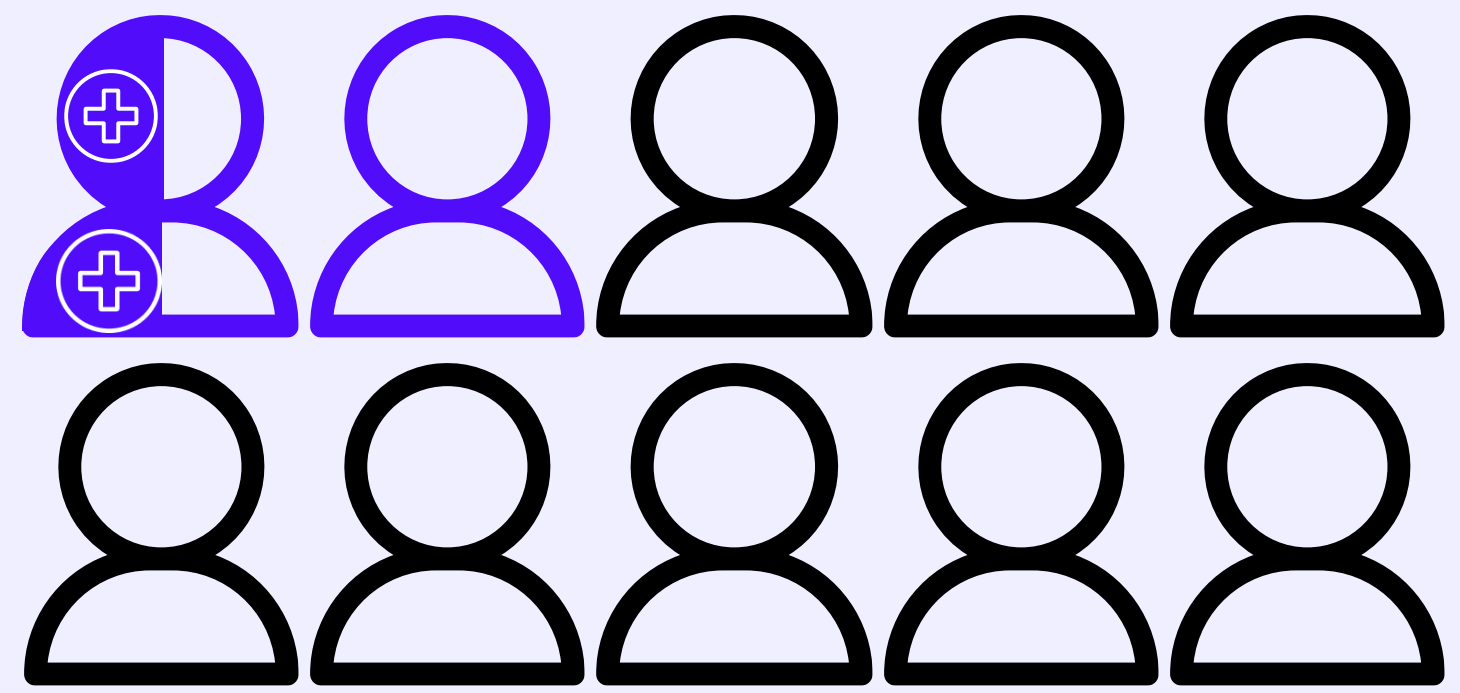
the MyED Project?



11%
Primary Care

3.5%
Discrimination

22%
Building Access

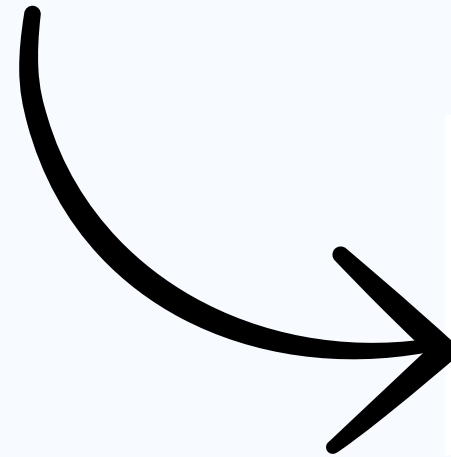


Where?

Is the MyED Project?



Health
Western Sydney
Local Health District



Westmead

A white icon of a calendar page with the word "EMERGENCY" and a right-pointing arrow.

Blacktown

A white icon of a calendar page with the word "EMERGENCY" and a right-pointing arrow.

Mount Druitt

A white icon of a calendar page with the word "EMERGENCY" and a right-pointing arrow.

How?

was the MyED Project conducted?



 Aged 18 +

 Living with Disability

 NDIS Plan

 Informed Consent

 Visited ED in last 12 months



Inclusive Research Model

4 Options Participation Model

1:1 Interview with Person with Disability (PWD)

1

One to one interview with PWD at their preferred time and location.

1:1 Interview with Support Person Only

3

Where Person with Disability cannot give consent.



2

1:2 Interview with Support Person + PWD

Carer, support worker or family member present to support PWD.

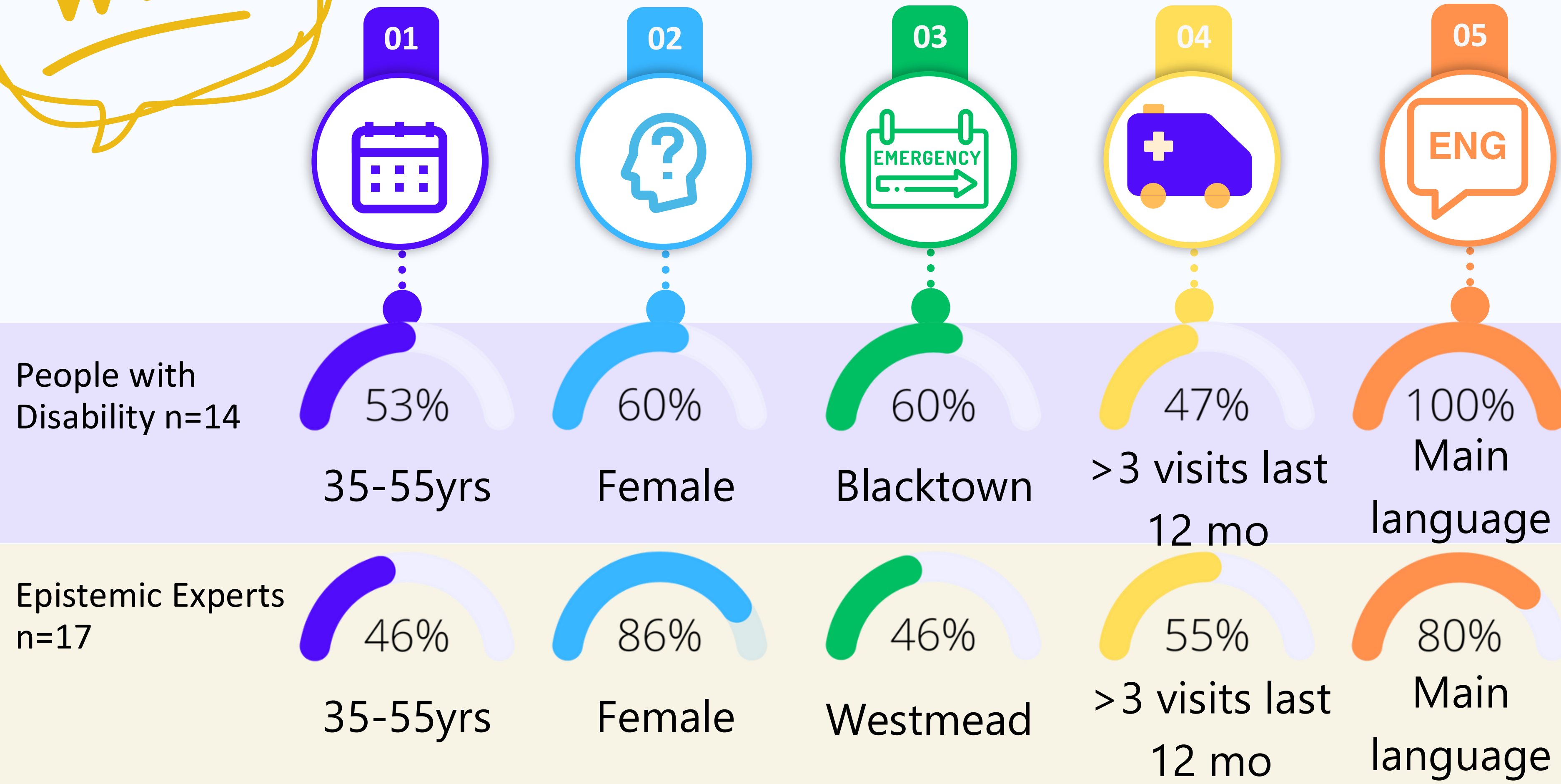
4

1:1 Interview with Epistemic Expert

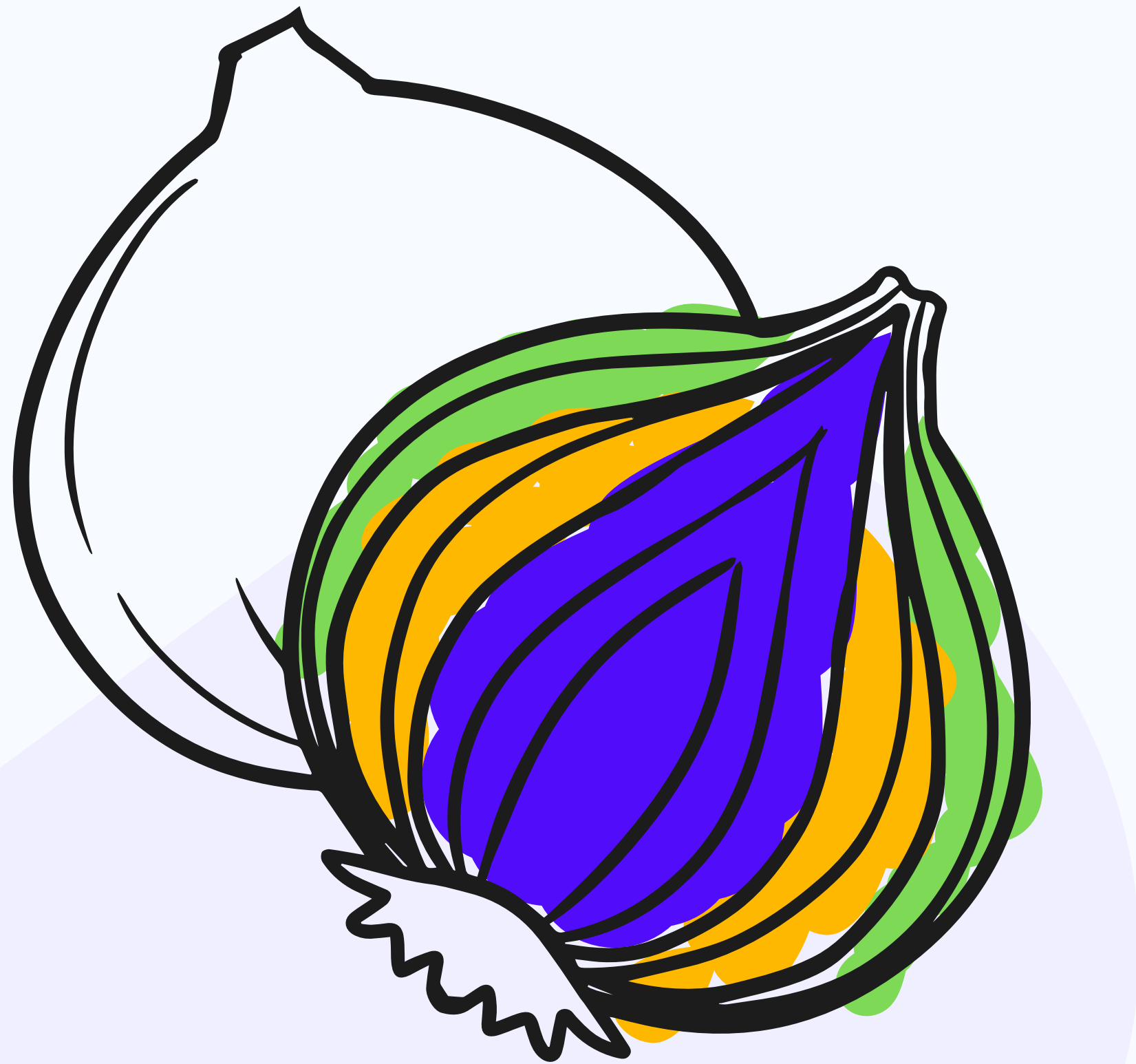
Can provide 'reliable truth' about the patient pathway in the ED.

Who?

is in the MyED Project?



Preliminary Findings



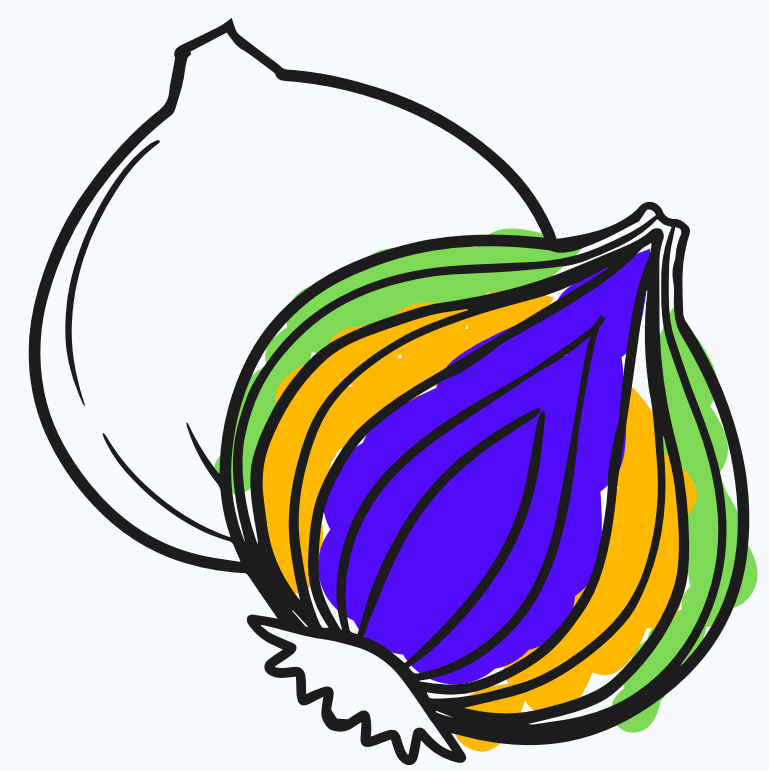
1. 14 Patients

On ground experience from Entry to Discharge
2. 13 House managers

Policy changes, Advocacy, System Integration issues
3. 4 Academic Clinicians/Researchers

system change, viable interventions

Preliminary Findings



1. 14 Patients

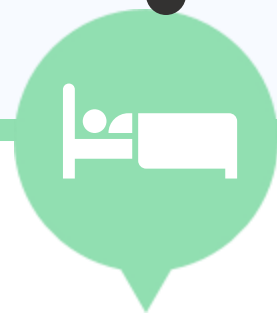
On ground experience from Entry to Discharge



Waiting Times



Mobility



Access to Beds & Chairs

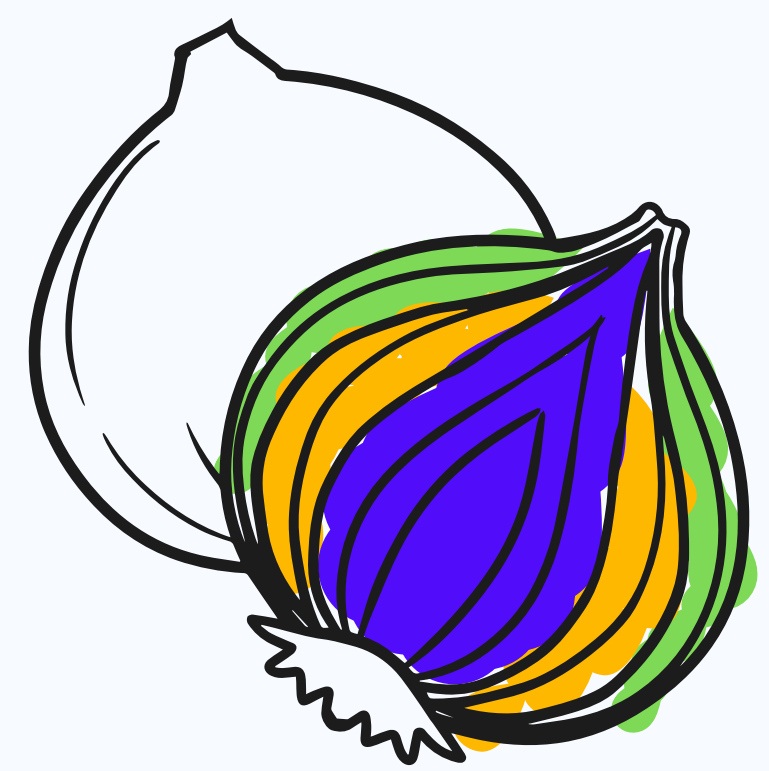


Safety & Fear



Visual Aids & Prioritisation

Preliminary Findings



2.

13 House managers

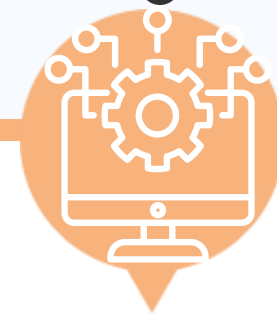
Policy changes,
Advocacy,
System
Integration
issues



Policy



Specialised
Needs



System
Integration



Incomplete
Medical
Procedures

Preliminary Findings

3.

4 Academic
Clinicians/Researchers

system change,
viable
interventions



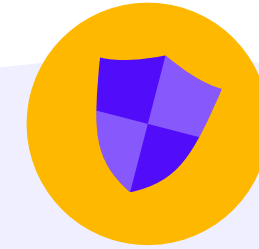
Wrist Band



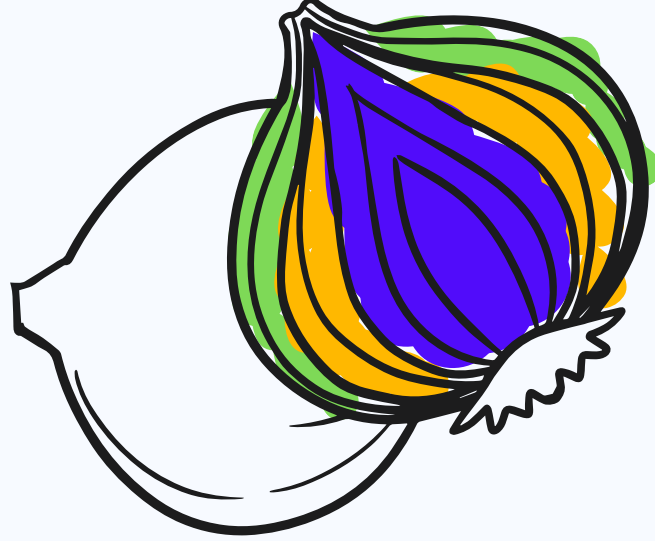
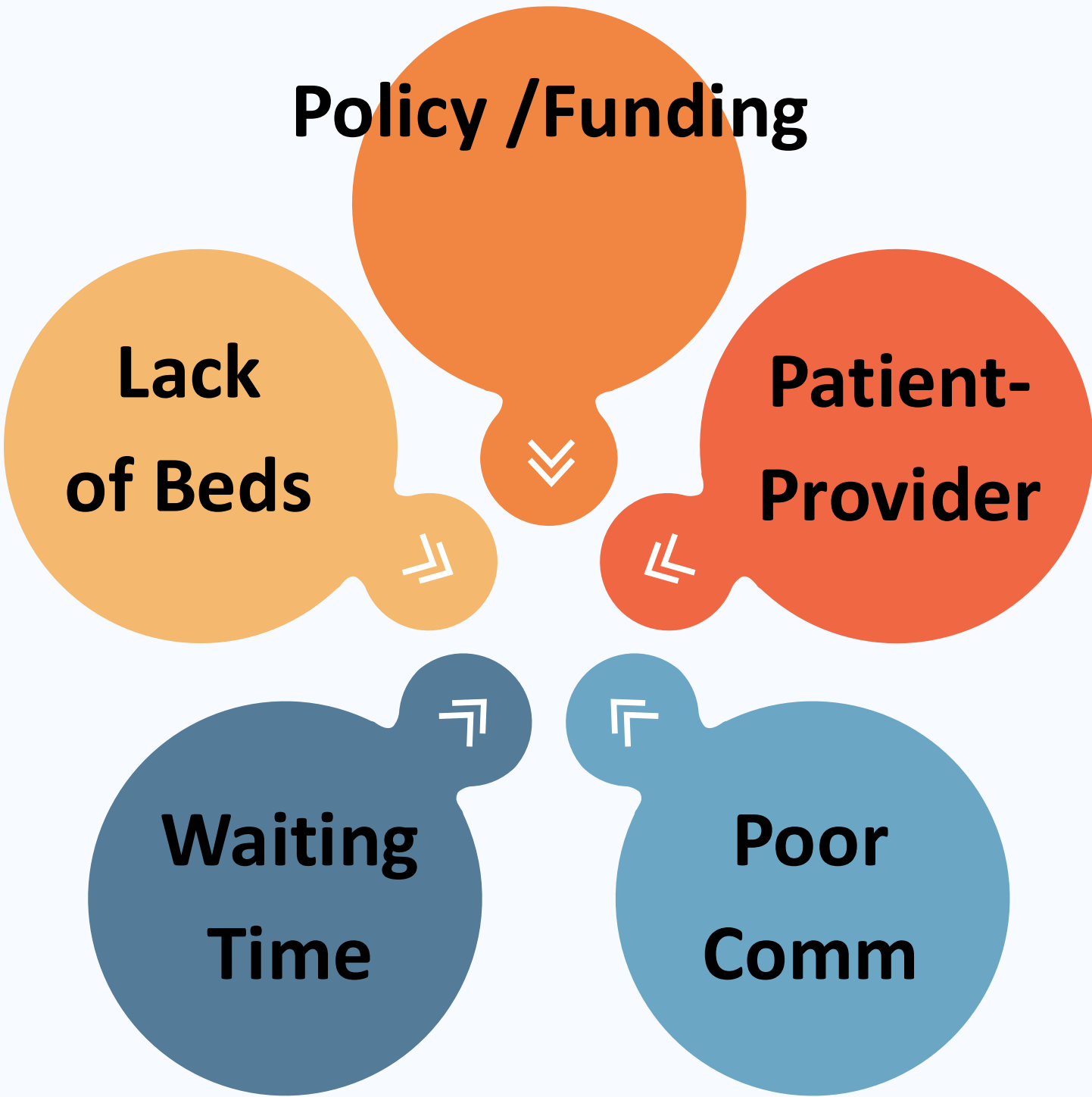
Data Linkage



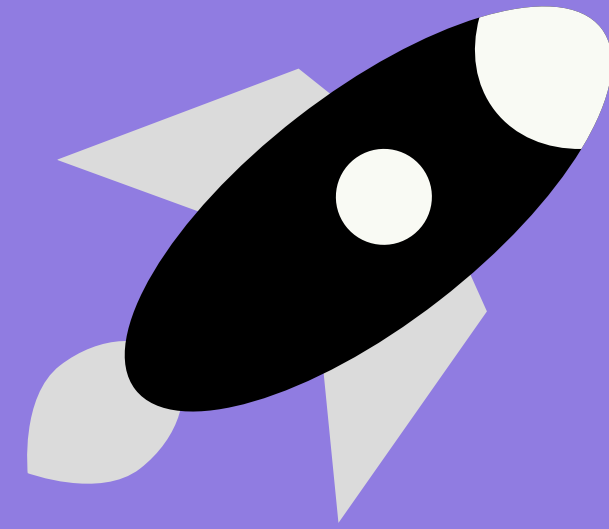
Lobby



What a day in the ED can look like...



Next Steps



Codesign



Thank You



For Your Attention in Our Presentation

Selected Quotes

“One lady has her medication crushed in yogurt. They never have the yogurt, they'll just walk out with tablets, she'll say no, then that's called refused medication.”

Participant 4

EE

“Like they don't care and I know that they do, but actions speak louder than words.”

Participant 6

Pt

“Oh it's not positive, it's quite traumatic.”

Participant 4

EE

Selected Quotes

“But it's frightening to be somewhere where I think the choice for a lot of people is just to leave, rather than put themselves through all that.”

Participant 3

EE

“...Westmead's saved my life a few times; helped me stay on this earth, so I've got to give them credit. ...Every time we go to dialysis I tell them; I'll say another day in paradise.”

Participant 7

Pt

“Once again, I had to walk because apparently there were no wheelchairs available, and they couldn't get a wheelchair.”

Participant 14

Pt