

Timely Emergency Care 2 (TEC2)

- Name of activity: Timely Emergency Care Collaborative
- Duration of consumer participation: 3 years
- Number of consumer representatives: 3 positions available
- Format: Online and In person

About the project

The Department of Health is investing in a three-year program “Timely Emergency Care 2” (TEC2), supporting health services to continue to improve hospital-wide patient flow, in partnership with the Institute for Healthcare Improvement (IHI).

The TEC2 program will bring together health service teams to learn and share with each other while being supported by local and international experts in patient flow and improvement science, and through targeted funding to enable improvements.

Three Eastern Health sites (Box Hill hospital, Maroondah hospital and Angliss Hospital) have been selected via an EOI process to participate in TEC2.

A leadership team and a working group for both the Excellence in flow and Optimising flow will be established and will meet fortnightly/ monthly (TBC). Consumer representatives will be required to attend the leadership meetings and respective working group meetings, contributing to improvement opportunities designed to improve timely access to emergency care by improving patient flow and optimising the use of inpatient capacity.

About the consumer participation

3 consumer representatives are required to support the TEC2 program over a three-year period (1 consumer will attend the leadership meetings, 1 consumer will support the Excellence in flow pathway and 1 consumer will support the Optimising flow pathway).

The first TEC2 launch events will be held on:

- 3rd and 4th of September for the Excellence in flow pathway (all day)
- 10th and 11th of September for the Optimising flow pathway (all day)

Each consumer representative will be paired with a Senior Improvement Partner (either supporting the leadership meetings, Excellence in flow pathway or the Optimising flow

pathway), who will be responsible for orientating the consumer to the project, monthly touch point meetings, inviting the consumer to respective meetings as well as being the primary contact for the consumer.

Meeting expectations

Monthly meetings and quarterly attendance at learning session workshops (in person)

Who will be suitable?

Ideally, consumers with a keen interest in improving patient flow are desirable.

Secondary to this, consumers with lived experience, have utilised Eastern Health services in the past, have had a health condition or have been/ are the carer of a patient who has lived experience would be suitable.

Expression of Interest Process

To express your interest, please email the following to Rachel at consumers@easternhealth.org.au

- A brief summary about you in the email or a CV
- Covering email including
 - Why you are interested
 - Preferences (if any) for the levels you'd like to be involved in – leadership meeting, Excellence in Flow pathway, Optimising Flow pathway
 - Any relevant experience and skills you'd bring as a consumer representative

Expressions of Interest close on Monday 19 August

Individuals will have the opportunity to interview with the project team members and Consumer Manager

Any questions contact Rachel at consumers@easternhealth.org.au or 048 211 0569.