

**Question on Notice**  
**No. 501**  
**Asked on 16 April 2008**

MS DARLING asked the Minister for Health (MR ROBERTSON)-

**QUESTION:**

How will the new emergency department at Redcliffe Hospital improve treatment outcomes for the people of the Sandgate Electorate?

**ANSWER:**

The new emergency department at Redcliffe Hospital will provide better health services for Redcliffe and surrounding areas, such as Sandgate.

Patients presenting to the new emergency department will be treated in a purpose built facility that has been innovatively designed to improve patient flow and allow the implementation of new models of care. This will potentially reduce waiting times and ensure those waiting are made more comfortable.

The new emergency department area is four times larger than the old site at Redcliffe Hospital allowing the number of treatment areas to be increased from 21 to 41 including new resuscitation bays, cardiac bays and fast track bays.

A unique five-station triage zone, run by a senior doctor and senior nurse will allow patients to be assessed and receive initial treatment faster. Staff will be able to better manage patients and streamline their discharge from the emergency department into secondary and tertiary treatment areas, hospital wards or other services.

A 'Short Stay Unit' will provide extended acute care and observation for patients who are likely to be discharged home after initial assessment and treatment. This will reduce bottlenecks and congestion in the emergency department treatment areas, and allow staff to treat new patients.

Patients with minor injuries and illness will be treated by clinicians including Nurse Practitioners in a dedicated 'Rapid Assessment Zone' which will allow them to return to their own homes faster.

A dedicated radiography facility in the department will provide emergency staff with a 24 hour service and streamline the assessment process.

World's 'best practise' design will ensure patients are made comfortable during their stay. Design features include soundproofing to improve patient privacy, and purpose built education and security areas.

The new facility represents more than just bricks and mortar. It represents a better way of managing patients. The models of care adopted by the new emergency department consider how the department will refer patients to services that can potentially reduce the need for future emergency department presentations. For example, in some cases emergency department staff can refer patients to the Home Based Acute Care Service so they can receive treatment that would have been delivered in a hospital setting at home.

The Redcliffe Hospital Emergency Department is currently seeing 47,000 patients annually. The new department is built for 50,000 patient presentations.

The new emergency department officially opened on 16 April 2008 and is part of a \$27.5 million redevelopment project at Redcliffe Hospital which also includes the building of a new Specialist Outpatients Department.