

**Aim:**

The aim of this study was to organise multiple streams of care for patients in the Emergency department to achieve the 4hour target. This was to be achieved by moving patients effectively in the department, to reduce patient waiting times in the department, by having suitable effective staffing and improve patient care by reducing admissions and avoiding unnecessary investigations.

**Methods:**

Our Department already has an Urgent care, Paediatric, Major resuscitation and Ambulatory care stream. The layout of the department had to be changed to make rooms for Urgent care and Minor Injuries See & Treat (MIST).

We introduced a streaming nurse at the reception desk to direct patients to different streams. Our Streaming nurse was able to refer patients directly to General Practitioners as well as Ambulatory Care. We added a MIST Stream supported by a dedicated nurse and a senior medical practitioner.

**Results:**

The Urgent Care Centre staffed by a General Practitioner and Advance Nurse Practitioner treated nearly 14% patients whilst the MIST stream, staffed by a senior Emergency Medicine Clinician, treated nearly 27% patients. The introduction of a new stream improved waiting times. The average waiting time in Urgent care and the MIST Stream now is a maximum of two hours.

The number of investigations have reduced and our discharge rate from the Emergency Department has increased from 82% to 86%.

**Conclusions:**

The multiple streams of care improve waiting times, reduce investigations and admission rates in the hospital.