NHS Institute for Innovation and Improvement

Nurses Development Ambulatory Emergency Care

Ambulatory Emergency Care Delivery Network

Royal College of Nursing

Introduction; '*Nurses on the AEC network have worked together using a variety of open innovation techniques to understand how they can influential in leading the development of AEC. This work highlighted the conditions that might be nurse led and worked out the knowledge and skills needed to make the nurses role most effective in the AEC setting. This poster capture outputs from this work to share with other nurses working in, or developing similar*

We asked nurses what is needed to develop the role? Training was the was the most common response (see word cloud below)

AEC is brilliant because *it is fast and ef-*

We asked nurses to identify pathways that could be nurse led—they indicated the following possibilities;

- Pneumothorax
- Pulmonary Embolism
- Acute Headache
- Lower respiratory tract
- Falls
- Abscess
- Chest pain
- Oesophageal stenosis
- Chronic indwelling catheter
- DVT
- Peg problems
- Acute painful bladder
- Asthma
- COPD
- Acute scrotal pain
- Gastroenteritis
- Anaemia
- Acutely hot painful joints
- Cellulites

Overview of AEC registered nurses' knowledge and skills

Essential	Desirable	Aspirational	Practical
• Registration • 2 years experience in acute care and experience in acute medicine or ED • Knowledge of AEC conditions • Excellent Communication skills • Experience in Discharge planning • Decision maker • Can do attitude • Effective MDT player • Time management • Dynamic/Flexible	• Leadership/management • Adaptable; environment – patients – colleagues • Ability to mentor and teach (Life skills) • Sense of humour • Assertiveness • Dignity and respect • Computer skills • Wound care • Peg management	• Non medical prescribing • Requesting chest x-rays • Clinical assessment (advanced) including history taking/ examination skills • Interpret results – bloods – x-ray – CT reports • Interventional procedures i.e. paracentesis	• Manage an appropriate skill mix • Know your limitations • Confidence • Doppler Scanning • IV long line cannulation • Bloods, ABG's analysis • Catheterisation • IT skills

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Patients like AEC because *it allows them to retain their independence*

We asked nurses what could be done to improve the patient experience in AEC?
The strongest response was to improve the patient environment (see word cloud right)