

Ambulatory Emergency Care at Leeds Teaching Hospitals

Background

Leeds has a long history of providing ambulatory care and has developed the service further by;

- 1 Redesigning a number of pathways, focussing on some of the high volume pathways. This continues
- 2 Currently developing an ambulatory area alongside an MSAA
- 3 Currently reviewing surgical pathways and recording through a new surgical assessment area.
- 4 Introduced innovative ideas for admission avoidance and reduced LoS such as the recruitment of 2 interface geriatricians in ED, 2 additional acute physicians, medicine hot clinics and a virtual ward



The Leeds team

Tools Used

- Information analysis
- Process mapping and redesign
- Pathway development
- Clinical leadership
- Basics of change management including a model for information requests, info gathering and sharing

Improvement so far

- Shared vision for AEC
- DSH pathway
- Virtual ward concept
- Hot clinic slots
- DVT pathway
- plus other pathways at implementation stage

Challenges

- Winter pressures
- ROI
- Dedicated project resource

Next Steps

- Implementing a virtual ward before winter
- Monitor KPIs for the new DSH contract
- Refine COPD pathway ahead of winter
- Develop plans further for ambulatory area in line with opening of MSAA 2013
- Progress with other pathways against plan

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Insert Team Member names here.