

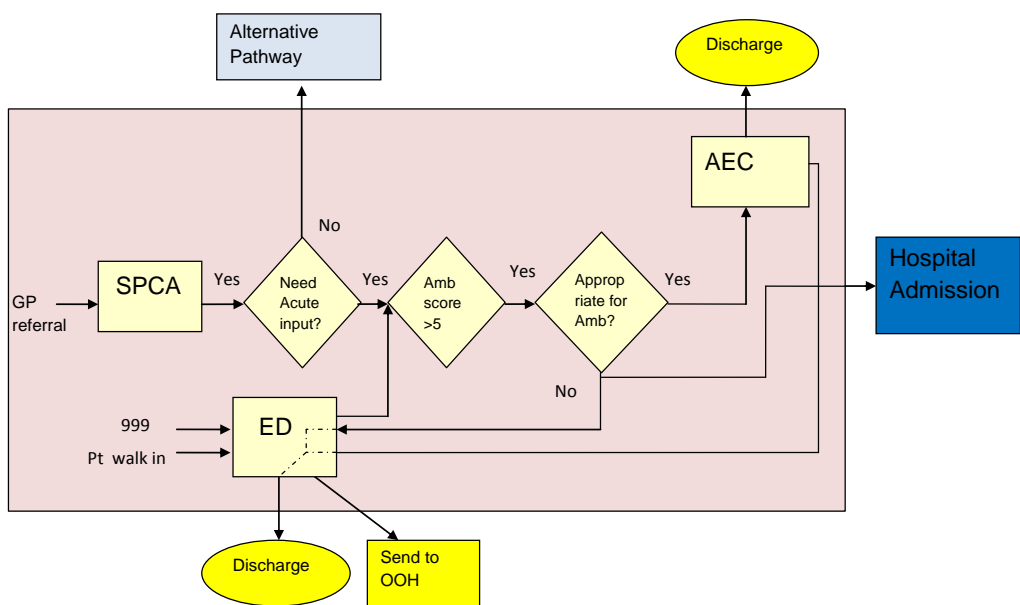
Ambulatory Emergency Care at Gloucestershire Hospitals FT

Background

GHFT was already delivering 8 ambulatory pathways at one site and 2 in its other site. Given the successful implementation of a ‘Pathway’ driven model of AEC already on the GRH site and some ‘Pull’ cases as well, the reasonable next stage was to move to a Process Driven model. Therefore 2 phases of PDSA cycle was trialed during March and May 2013. The aim of the AEC is to reduce emergency admissions and release some pressures from ED.

Tools Used

- AEC Directory.
- Sustainability tool.
- AMB Score.
- Return on Investment



KPI description		Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
AEC Activity (a virtual ward on PAS- discharges to ADU)	Actual	-	-	-	-	54	-	33	30
	Expected	-	-	-	-	-	-	-	-
	Variance	-	-	-	-	-	-	-	-
ADU Emergency Activity (current reports for ADU)	Actual	190	180	220	240	270	220	231	
	Expected	180	180	180	180	180	180	180	
	Variance	10	0	40	60	90	40	51	
Medical emergency admissions rate	Actual	27%	29%	29%	28%	29%	27%	31% *	
	Expected	-	-	-	-	-	-	-	
	Variance								
ED 4 Hrs wait	Actual	95.17%	92.60%	94.42%	93.08%	86.79%	90.75%	93% *	
	Expected	95%	95%	95%	95%	95%	95%	-	
	Variance	0.17%	-2.40%	-0.58%	-1.92%	-8.21%	-4.25%	-	
% Ambulatory (Emergency attendance to ambulatory care)	Actual	8.60%	8%		6%	10%	6.50%	10%	
	Expected	-	-						
	Variance								

*only for 20-31st May

Improvement so far

- 134 additional patients were seen during the trial- all admission avoidance.
- Patient information leaflet.
- Very positive patient feedback.
- Involvement of Single Point of Access to do Amb Score

Challenges

- Medical cover for the duration of the trial
- Limited physical space

Results & Next Steps

- Business case to establish stand alone AEC unit close to ED and ACU
- 7 day service
- Involvement of ambulance services
- Integrate with GP at front door

