

Ambulatory Emergency Care at Imperial College Healthcare NHS Trust

Background

An **AHSC** with **3 Hospitals**
Need to reduce unnecessary admissions, reduce LoS, streamline services and develop within a changing healthcare landscape in Northwest London.

The Clinical Decision Unit (CDU)

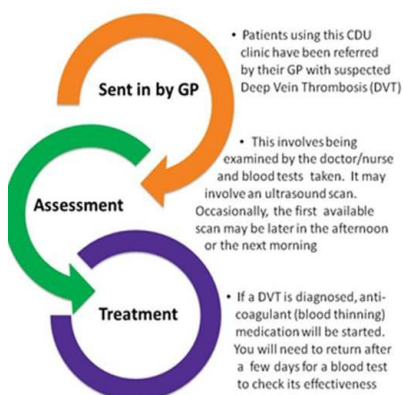
SMH CDU Waiting Room Posters



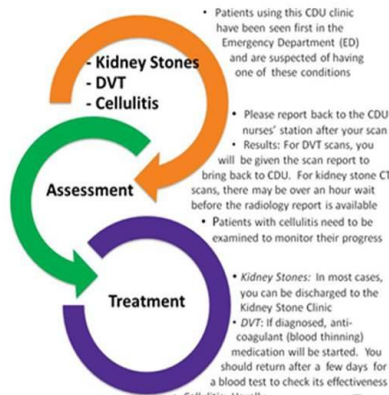
Approach

Tailored approach for each hospital site
Phased launch Charing Cross (July), St Mary's Aug), Hammersmith(tbc)
Process Mapping & Engagement with commissioners
Pathways developed using National Guidance
Business case for investment committee
Patient experience assessment
Estimation of annual Bed Days savings & Return on Investment (RoI) analysis
Post Implementation review (pending)

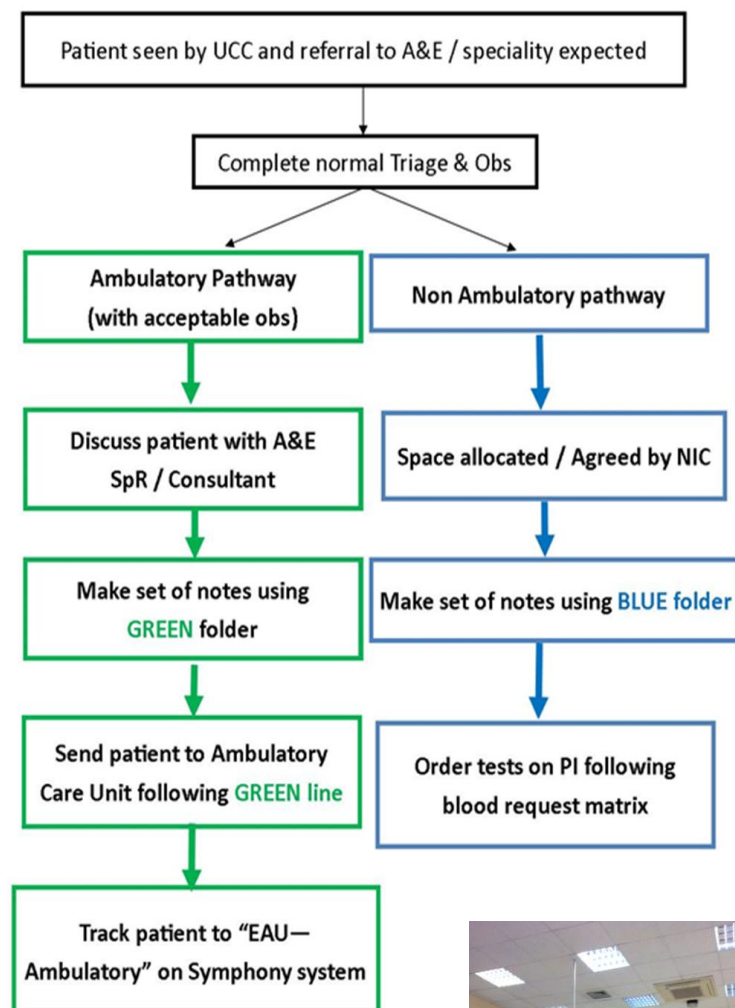
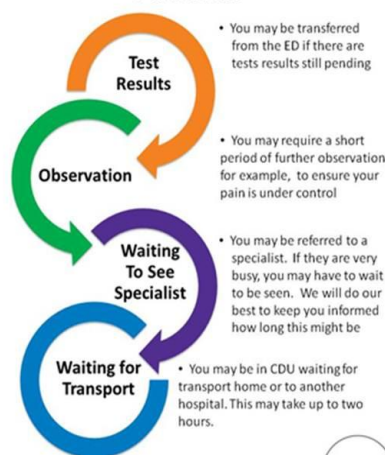
Rapid Assessment Unit (RAU)



Ambulatory Care Pathways



Emergency Department (ED) Patients



Improvement so far

CX site live with a dedicated facility as of 1st July
Site Specific **SOPs, processes and pathways** in place
Unified clinic models agreed
Dedicated **staff** in place/recruitment.
Engagement with commissioners initiated

Next Steps

SMH launch 5th August. Mini ambulatory facility established with widespread use of AEC pathways throughout the ED.
Current year intermediate financial model and **negotiation with local commissioners.**
Integration with Rapid Assessment **Service Developments** and Care Home Community Outreach Services.
Larger Scale dedicated space at SMH
Initiation of AEC at HH

Ambulatory Emergency Care triage Pathway and processes at Charing Cross Hospital

Key Challenges

Physical space
Dedicated staffing
Tariffs and Coding



**Ambulatory
Emergency Care**

