

# Ambulatory Emergency Care at Pilgrim Hospital, United Lincolnshire Hospitals

## Background

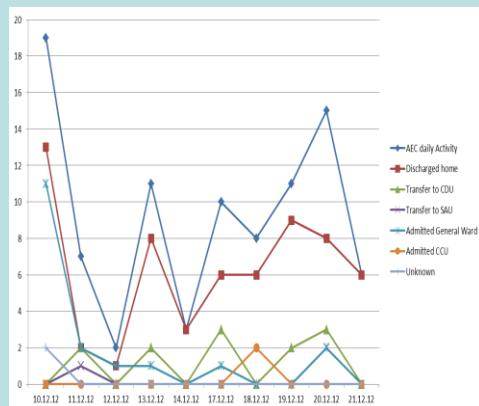
To implement an Ambulatory Emergency Care service which will provide

- Better quality patient outcomes and experience
- Improved management of emergency care workload
- Reduction in hospital bed occupation
- Reduction in length of stay
- Current and future additional BPT ambulatory conditions

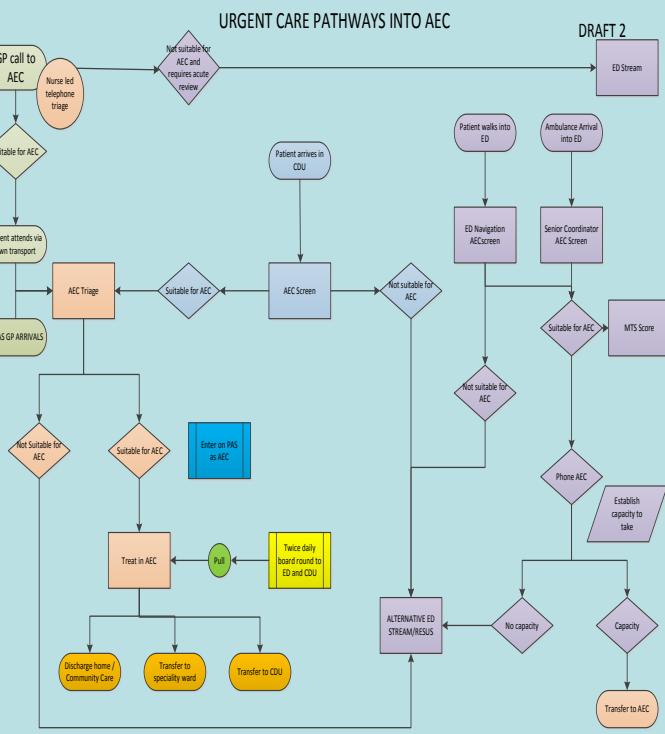
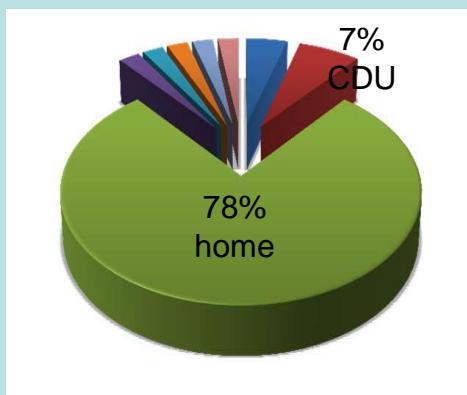
## Tools Used

- AEC Directory
- PDSA project plan
- Sustainability Tool.
- Experience based design
- AMB Score

Pilot 1 AEC activity , discharge and transfer



Pilot 2 same day discharge rate



<p>1 Before arriving at AEC</p>	<p>2 Arrival at AEC</p>
<p>3 Initial Assessment</p>	<p>4 Investigations</p>
<p>5 Treatment</p>	<p>6 Next steps</p>

AEC Pathway How do you feel Word Clouds generated by EBD Survey March 2013

## Improvement so far

- 2 AEC pilots completed
- EBD survey completed
- Physical space & Staffing identified
- Agreed metrics
- Patient Information Leaflet
- Operational Policy
- Agreed Processes and Pathways to reflect AEC pilot and EBD outcomes

## Challenges

- Urgent care pressures
- Equipping new area
- Initiating the Project without a designated project lead

## Results

- Positive patient feedback
- Achieving 60% target for same day care during pilots

## Next Steps

- Use patient feedback to design unit and operational policy
- Take business case forward and open unit
- Change beds to trolleys and chairs
- Finalise pathways

