



# Ambulatory Emergency Care at Dudley Group NHS Foundation Trust

## Background

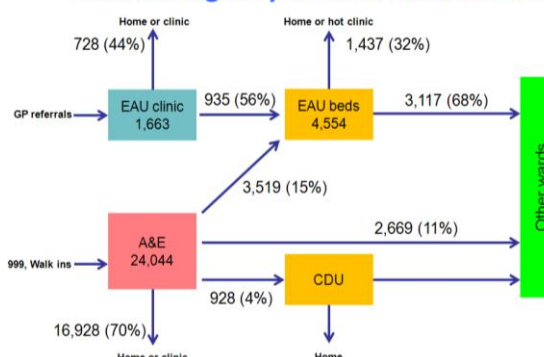
- AEC recommended by ECIST Jan 2013
- AEC Network membership Feb 2013
- AEC Project group formed Apr 2013
- Trust Collaborative event Oct 2013
- AEC 'Process' approach pilot launched Nov 2013

## Tools Used

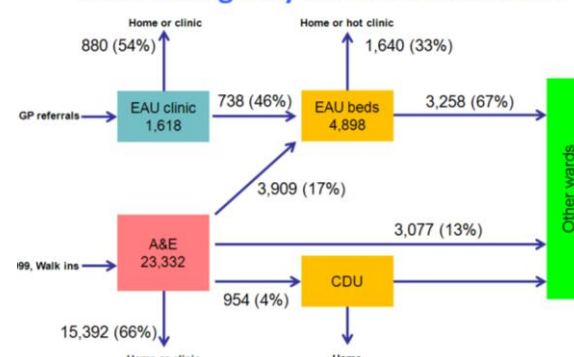
- DUPAS Score (locally developed Ambulatory score)
- Experienced based Design tools for collating patient & staff experience
- Friends & Family Score
- Patient Leaflet
- AEC Patient pathway board



DGH Emergency Flows Nov12-Jan13



DGH Emergency Flows Nov13-Jan14



**'Same day discharge unless clinically proven otherwise'**

### Primary Driver

### Secondary Driver

Ensure the right patients are identified efficiently

- Effective patient streaming at point of entry via an appropriately skilled workforce
- Robust economy wide IT solutions, measures, data capture & analysis
- Established safe, appropriate flow between AEC service & in/pre hospital pathways

Provision of a skilled AEC workforce

- Collaborative workforce planning supporting AEC service development
- Access to senior clinical decision makers & 24/7 working
- Specialty wide next day urgent hot clinic availability

Timely diagnostic interventions & hot reporting

- Provision of 7/7 radiologists, sonographers & urgent slots with responsive hot reporting
- Diagnostic Suite – 24/7 front door access

Smooth, safe discharge for the AEC patient

- An IMPACT Service enabling fast, safe discharge with interim social support
- Improved access to OOH's Social Care, virtual ward (VW), RRT and Therapies.
- AEC Clinical Pathway outcome capture
- Pharmacy / TTO support service for AEC

AEC End of Pilot Review  
R.Denning Nov13 – Feb14

## Pilot Achievements:

- 1810 pts were seen in AEC during the 3 month pilot
- Admission rates range from 24%-31%
- 0' Days LoS increased by 6%
- EAU Discharge rate increased by 1%
- Average EAU LoS down by 1.7hrs
- Full year effect bed day saving 1356
- Full year effect 4.13 beds saved (plus 4 trolley spaces in EAU closed to run AEC)
- Full year effect cost saving realised £234,219
- Friends & Family score of 73

## Challenges

- Protecting AEC space in EAU during winter & high capacity
- Initial Diagnostic support & planning to deliver 6/7 day working
- Agreeing the most optimal way to analyse data to demonstrate the full achievements of AEC.

## Next Steps

- Secure a 'business as usual' AEC service via a business case aligned to Trust strategy and financial priorities.
- Development of the AEC staff team in accordance to the long-term adopted clinical model.
- Develop a robust GP feedback mechanism, influencing service quality.

## Some of the AEC Team

