

Ambulatory Emergency Care at Good Hope Hospital

Heart of England NHS Foundation Trust

Background

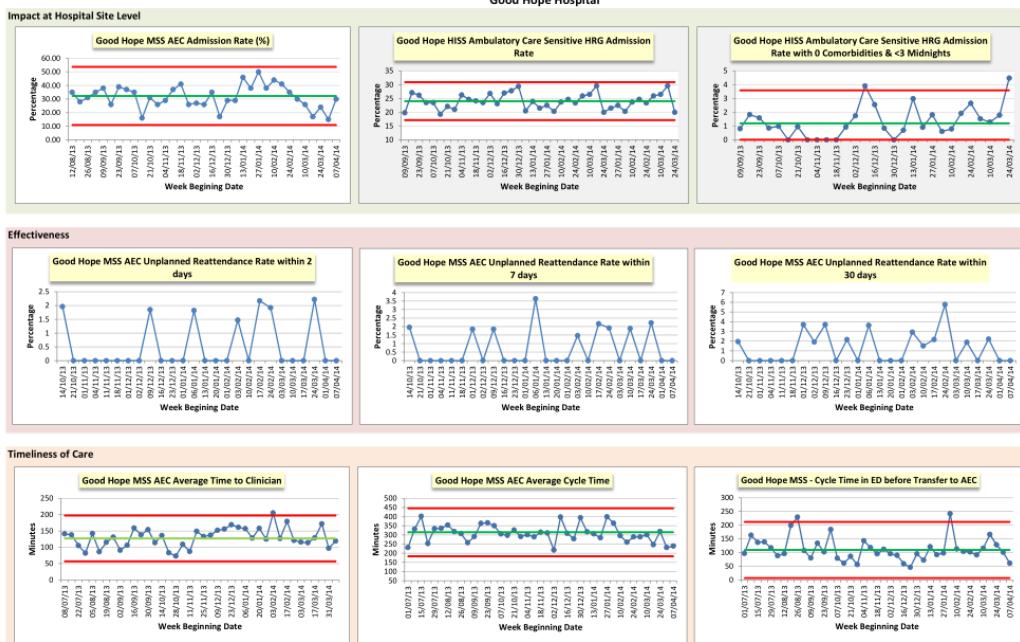
To create a unit to ensure no medical patient has an unnecessary overnight stay. To support facilitated early discharge from acute medical wards.

Tools Used

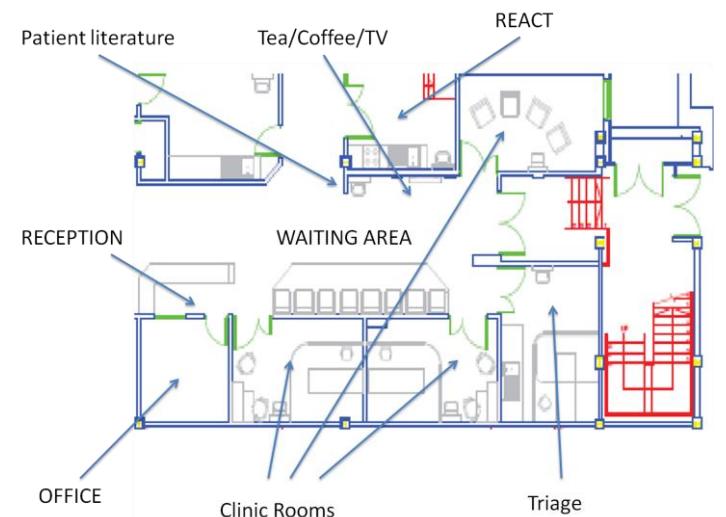
- AMBSCORE
- Experienced based design
- AEC Directory
- SPC charts/Pareto/Run charts/ Flow mapping



HEFT Ambulatory Emergency Care Indicators
Good Hope Hospital



AEC Dashboard



Improvement so far

- Dedicated AEC centre
- Dedicated AEC IT system
- Ability to measure activity, outcomes and improvement
- Excellent patient satisfaction
- Dedicated AEC referral processes
- Dedicated consultant, nurse and admin staffing
- Excellent interaction with departments, community & specialties

Challenges

- Coding
- IT issues
- Staff retention
- High admission conversion rates
- Consistent AMBSCORE usage by all referring staff
- Suboptimal patient selection at times
- Service specification covering three different sites

Results & Next Steps

- Patients value the area
- AEC admission rate did not increase during winter pressures
- Nearly all commissioner zero day BPT targets met
- Low unplanned re-attendance at 2/7/30 days
- Improvement to admission conversion rates
- New ANPs in post

