

Ambulatory Emergency Care at Kings College Hospital

Background

The Medical Assessment Centre (MAC) opened on February 3rd 2014. For the first seven weeks it operated 24/7 and incorporated 8x assessment trolleys due to bed pressures within the Trust. From the 24th March 2014 the unit closed overnight and became a fully operating Ambulatory Care Unit.

Tools Used

- AEC directory
- Business case development and demand modelling
- Quality Improvement Methods e.g. PDSA cycles
- Amb score



The MAC Nursing Team with Dr Pasha, Medical Consultant

Improvement so far

- Hot clinic / early discharge pathways
- In reach process (into ED) that has been well received
- New ways of working
- Collaboration between ED, AMU and MAC
- Team working
- There has been a paradigm shift in thinking

Challenges

- Identification of where Unit was to go?
- Closing capacity overnight.
- Ensuring communication of MAC purpose
- staffing changes- engagement & timing
- Radiology pathways/relationship development
- Identifying patients in ED

Results & Next Steps

- Hot clinic patients:
 - 62 Feb, 139 Mar
- ED redirection:
 - 60 Feb, 53 Mar

NEXT STEPS

- GP pathway implementation
- Develop ED to MAC patient flow (increase volume)
- Nurse led pathway development

