

Ambulatory Emergency Care at Sandwell and West Birmingham

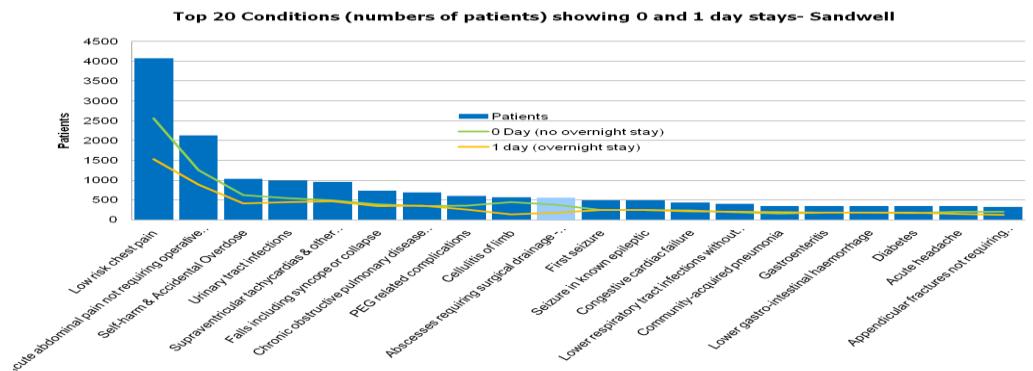
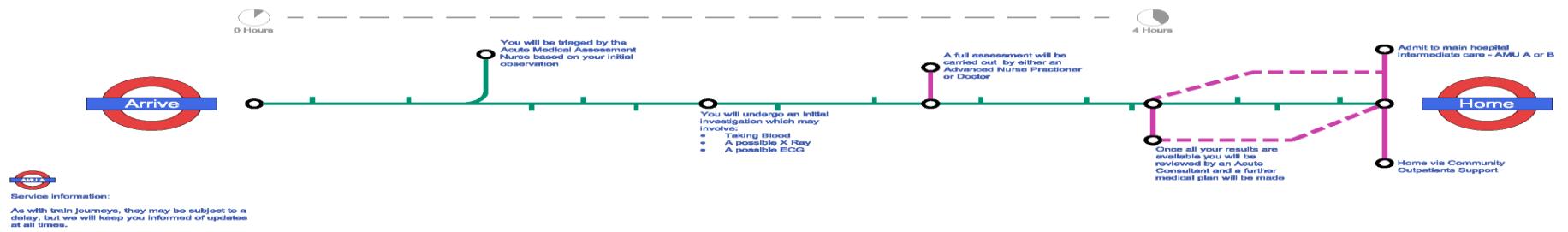
Background

Motivation for implementation of AEC across 3 hospital sites was that of safety and patient experience. The approach has been a mixed model of process and high volume pathways

Tools Used

- Pareto analysis of data
- AMB Tool
- AEC Directory
- Experience Based Design

Welcome to your journey through the Ambulatory Assessment Unit



Improvement so far

- Excellent physical environment for AEC
- Additional staffing support – ANPs and Acute Physicians
- Pathway development to support AEC e.g. OPAT
- Primary Care Assessment site at Rowley
- Data capture has been

Challenges

- Availability of Clinical staff for the unit is not consistent or resourced sufficiently
- Skills and capabilities need further development
- The 'process' is overly complex and there are some aspects of 're-work' and confusion as to the appropriateness of patients

Results & Next Steps

- Review staffing model to develop 'protected' AEC team
- Streamline processes between AMAA, GP, RAM and RATs for simplicity
- Clear visual Dashboard of activity
- Build on the Pathways work already undertaken especially 'Chest Pain'