

Ambulatory Emergency Care at St Helens & Knowsley NHS Trust



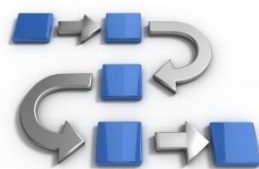
Background

In April 2010, we moved into the new Whiston Hospital with state of the art facilities.

Our vision is to get patients on the right pathway first time, every time. Enhancing quality and reducing unnecessary overnight stays led our drive to adopt Ambulatory Emergency Care.

Tools Used

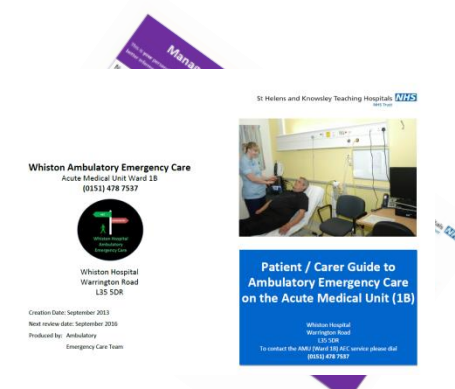
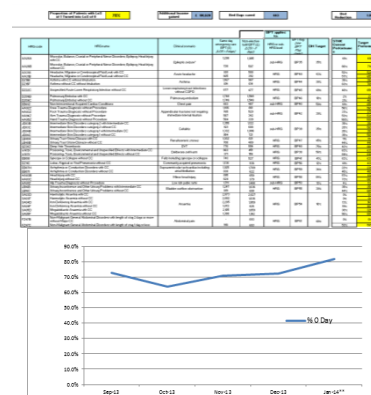
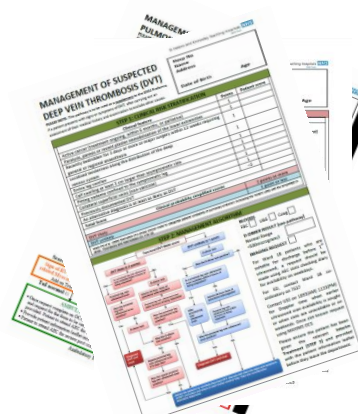
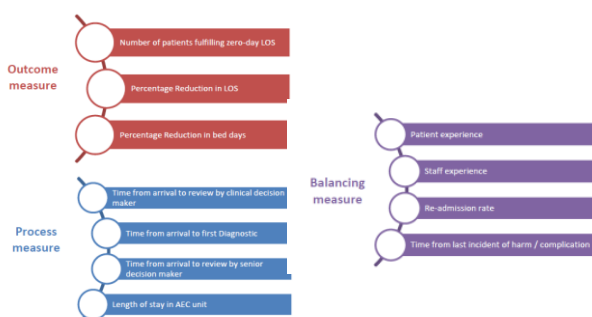
- National Network membership
- AEC Directory
- Measurement guide
- Network AEC video
- Sustainability tool
- EBD



"Treatment from start to finish was very good, all the ward staff were very helpful"

"My care has been magnificent"

"Staff were caring and supportive, I could not fault the care I received"

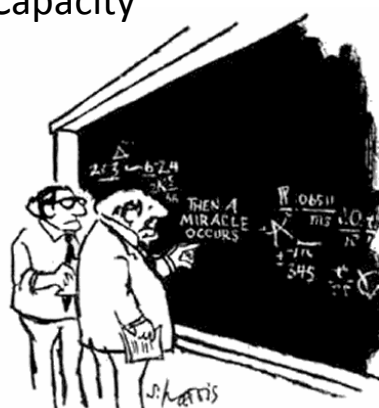


Improvement so far

- Executive buy-in
- Staff engagement
- Patient stories and feedback
- AEC core and wider team
- Evidence based pathways
- Robust processes
- Patient Information leaflets
- ED collaboration
- Prompt access to Diagnostics
- Community team partnerships
- AEC intranet microsite
- Structural modifications
- 7 day service

Challenges

- Accurate inpatient coding
- ED coding
- Data collection
- Overnight 'lodging' on unit
- Operational pressures
- Capacity



"I THINK YOU SHOULD BE MORE EXPLICIT HERE IN STEP TWO."

Results & Next Steps

- Commenced 02/9/13
- From Sept to Jan
 - >800 patients in ED
 - >400 patients AMU
- In ED patients spent less time waiting to see a doctor, more likely to be discharged the same day and spend less time overall.
- AMU 70% discharged same day
- 3.7% increase in bed release
- Additional payment from CCG for same level of activity
- Plan to move to phase 2 with expanded pathways then promptly to phase 3 with a process driven AEC.