

Ambulatory Emergency Care at East Kent Hospitals University Foundation

Trust & EK Federation of CCGs

Background

Our principles of AEC is to provide a safe, effective & efficient patient pathway, by reducing the number of emergency admissions & improving the patient experience to provide same day emergency care.



Amb Score

Tools Used

- AEC Directory
- Sustainability tool
- AMB Score
- AEC Directory
- Experienced Based Design
- Financial Business Model



A score of 6/7 or 7/7 is a strong indicator for a successful ambulatory care treatment pathway .

	Score	Yes (1)	No (0)
Female sex			
Age < 80 years			
Access to personal or public transport			
IV treatment not anticipated by GP			
Not acutely confused			
A MEWS score of 0 at GP time of assessment			
Not discharged from hospital in last 30 days			
Total			



AEC PATHWAYS	
PHASE 1	DVT
	PE
	Cellulitis
	TIA
	Anaemia
	COPD
PHASE 2	Painless Obstructive Jaundice
	Low Risk GI Bleed
	Asthma
	Lower Respiratory Tract Infection without COPD
	Acute Painful Bladder
	Acute Painful Scrotum
NEXT PHASE	Pleural Effusion
	First Seizure
	Community Acquired Pneumonia

Improvement so far

- Streamlined AEC flow from GP, A&E & CDU
- Development of the Nurse role
- Clearly defined pathway development
- Development of Ambulatory University Module
- Patient information leaflet
- Ring fenced areas

Challenges

- Winter pressures
- Proving value
- Changing mind set
- Recruitment of staff
- Estate - Space
- Whole system development approach

Results & Next Steps

- Enabler for Bed Reductions
- Increase in Zero LOS to 47.4%
- Increase in Short Stay to 67.8%
- High patient satisfaction
- 6 day opening
- Integrated working with GP Commissioners
- New Process Driven Model
- Purpose built satellite unit opening March 15
- CQC exemplar!

