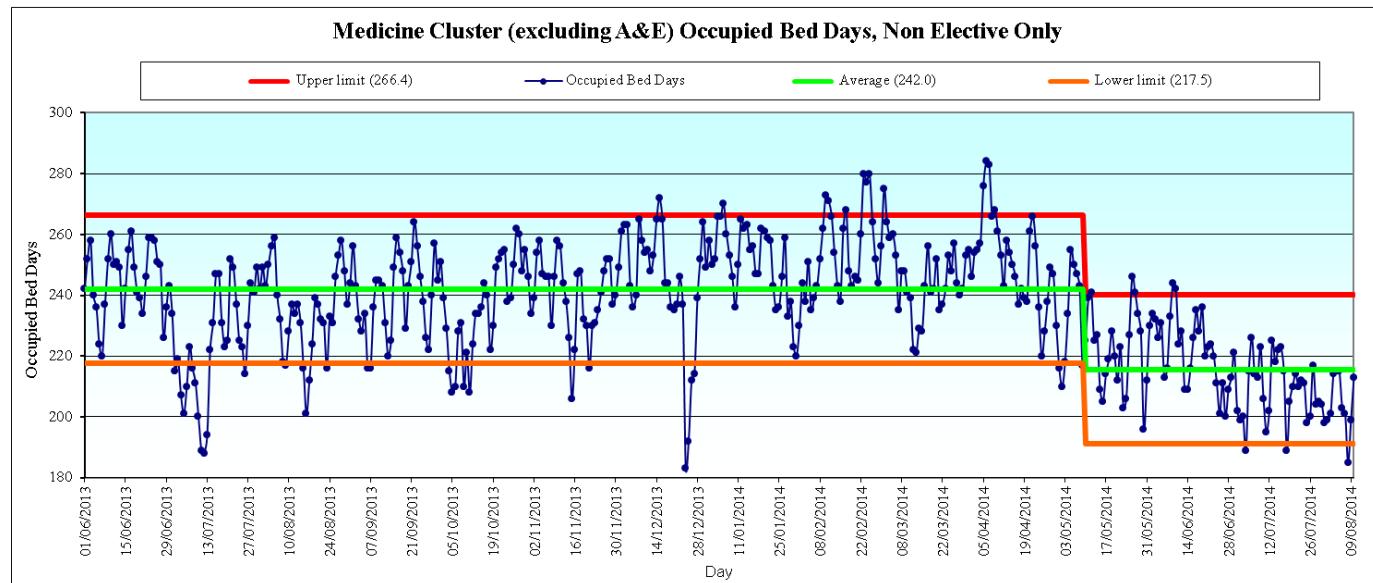


## Ambulatory Emergency Care signals efficiency improvements

### Background

- New AMU opened Nov 2012
- ED and CDU upgraded Dec 2013
- AMAC (our AEC) open Dec 2013 with 11 chairs and 2 rooms
- Staffing was an issue and prevented AMAC being fully operational until May 2014



'Patients are really happy that they are seen, treated and discharged the same day'

Dr Rana – Clinical Lead

### Actions

- Improved patient selection process
- Worked with ED to stream patients to AMAC
- Adopted AMB score
- Close working with CCG

**Our triage form**

**AMB Score:** AMB score is only for general guidance, there can be exceptions in an individual patient and final decision should be based on the practitioner's clinical judgement. If in doubt can discuss with AMU Consultant at 01222131345.

**NEWS Score:**

Score	3	2	1	0	1	2	3
Respiratory rate	8 or less	9-11	12-20	21-24	25 or more		
Oxygen saturations	92% or less	92%-93%	94%-95%	96% or more			
Any supplemental oxygen	Yes	No	No	No			
Temperature (°C)	35 or less	36.1 - 36.0	36.1 - 38.0	38.1 - 39.0	39.1 or more		
Systolic BP	90 or less	91 - 100	101 - 110	111 - 219	220 or more		
Heart rate	40 or less	41 - 50	51 - 90	91 - 110	111 - 130	131 or more	V, P, U
Level of consciousness (AVPU)			A				

**AMAC Exclusions:** paediatrics, cardiac chest pain, deliberate self-harm / psychiatric illness, non-ambulant, surgical / trauma, infection control issues (e.g. diarrhoea)

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### The Acute Medical Team

#### Results

- Bed days have reduced
- 0 LOS numbers up
- Patient experience has improved
- AMAC ALOS 5 hours
- Time to Clerking in 1 hour – 80%
- Senior Review in 4 hours – 80%

#### Next steps

- In-reach Frailty Team
- Expand to include 4 day care couches
- 7 day service 8am-8pm from Sept 2014
- Assign dedicated Consultant to AMAC
- Work with GP's and Ambulance to stream directly to AMAC

'This is the best idea to happen in the NHS for a long time, because most people coming into hospital feeling unwell don't want to be admitted'

Patient Feedback

