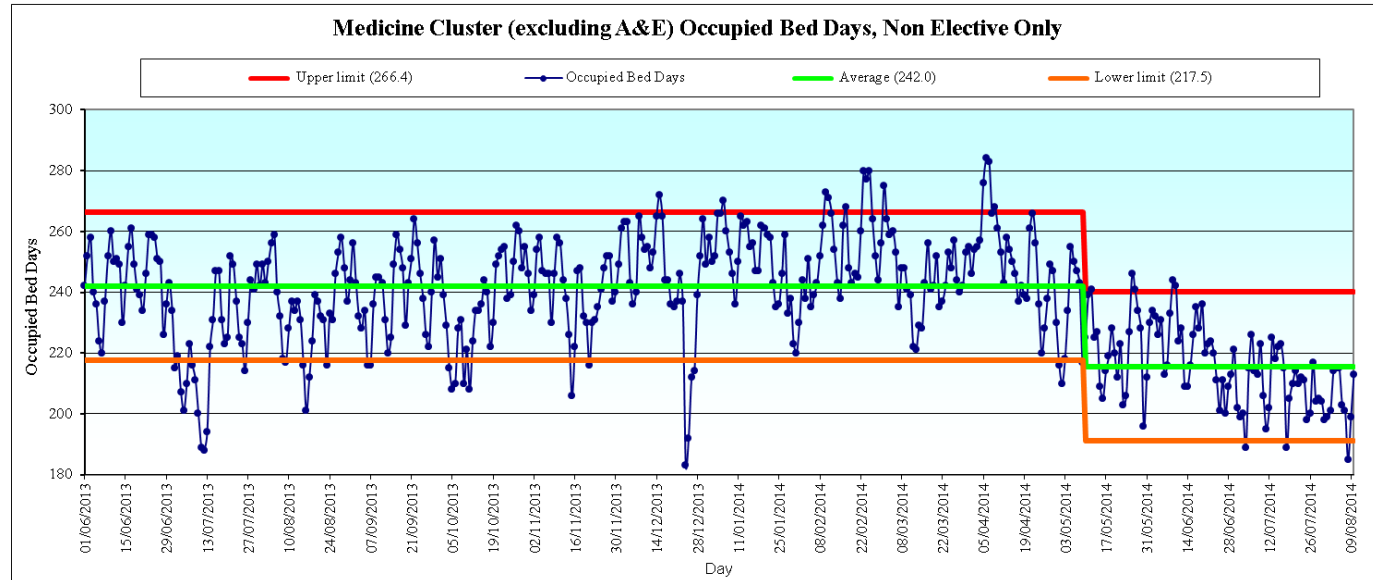


## Ambulatory Emergency Care signals efficiency improvements

### 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

**NHS Barnsley Hospital NHS Foundation Trust**

SURNAME: \_\_\_\_\_ DOB: \_\_\_\_\_ MRN NO: \_\_\_\_\_  
 FORENAME: \_\_\_\_\_ NHS NO: \_\_\_\_\_ DATE: \_\_\_\_\_  
 DATE OF ARRIVAL: \_\_\_\_\_ TIME OF ARRIVAL: \_\_\_\_\_  
 EPISODE: \_\_\_\_\_ ADMISSION PREDICTION SCORE (AMB Score): \_\_\_\_\_

**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 01224131545.

**An Amb Score of 5 or greater identifies patients who are potentially suitable for AMAC. Circle each**

	Female	Male	Score
Age	Less than 80	More than 80	-0.5
Access to public or private transport?	Yes	No	0
IV treatment anticipated?	Yes	No	2
Actively involved?	Yes	No	2
NEWS score of 0?	Yes	No	0
Discharged from hospital within 24 hours?	Yes	No	1
<b>TOTAL SCORE</b>			

**NEWS Score:**

Score	0	1	2	3	4	5	6	7	8
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	No	No	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 - 119	120 or more				
Heart rate	40 or less	41 - 50	51 - 90	91 - 110	111 - 130	131 or more			
Level of consciousness (AVPU)			A	V	P	U			

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

Patient unsuitable Yes / No    Patient suitable but no capacity Yes / No    Patient suitable and accepted Yes / No

Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Designation \_\_\_\_\_

### Our triage form

'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



### 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

