



Ambulatory Emergency Care at St Helier Hospital

Background

- ❑ Trust developed Ambulatory Care Pathways in 2010
- ❑ Informal delivery of ambulatory care in both the Acute Medical Unit and the Clinical Decision Unit.
- ❑ Ambulatory Care Service Redesign programme launched September 2013

Tools Used

- Directory of Ambulatory Care used to identify potential patient numbers
- Activity data review
- Patient feedback
- Project team developed

Case History

Ambulatory Care Team



Background:

Mr B was seen in the **Ambulatory Care area** of the Acute Medical Unit (AMU) on the evening of Friday March 7th **following** presentation to the **Emergency Department**.

Diagnosis:

The patient had been diagnosed with Pneumonia and a first dose of antibiotics were administered on the ward. An ECG was also carried out which showed a previously undiagnosed Arterial Fibrillation for which the patient was given rate control drugs.

Management:

The patient was asked to **return** the following morning for his next dose of iv antibiotics and the ECG was also repeated to ensure his rate control. He was then **seen** by the **Respiratory Nurse Specialist** and underwent a Spirometry, this was followed up with an **assessment** with the **Respiratory team** and a **fast-track** echo was organised. Mr B commenced on Warfarin and **discharged home**.

Prior to the implementation of an Ambulatory Care Service the patient would have been admitted to Friday and potentially would have had to wait until Monday to be seen by the Respiratory team and undergo an echo. The cardiology team would not have seen the patient until the next day which would have resulted in a hospital stay of at least four days.

Improvement so far

- ❑ Expansion of delivery of ambulatory care
- ❑ Redevelopment of the Acute Medical Unit space to provide a six chaired area and two consulting rooms
- ❑ Refurbishment and re-launch of the Clinical Decision Unit to provide a four chair and one trolley area

Challenges

- ❑ Lack of staff resources
- ❑ Ensuring appropriate patients utilise the service
- ❑ Agreeing performance measures.
- ❑ Out of hours diagnostics
- ❑ Ensuring consistent staffing model

Results & Next Steps

- ❑ Increase the provision of ambulatory care to include out of hours
- ❑ Increase delivery of Surgical ambulatory care pathways.
- ❑ Increase the number of patients receiving their care as ambulatory

