

# Ambulatory Emergency Care at West Hertfordshire Hospitals

## Background

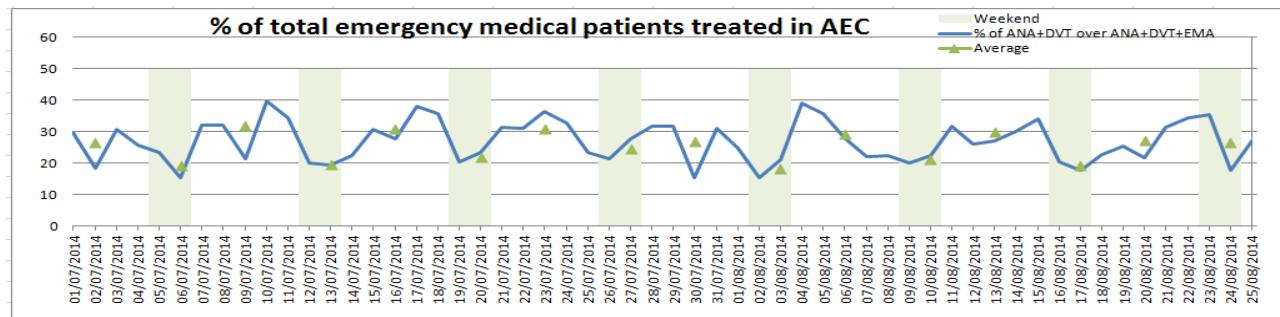
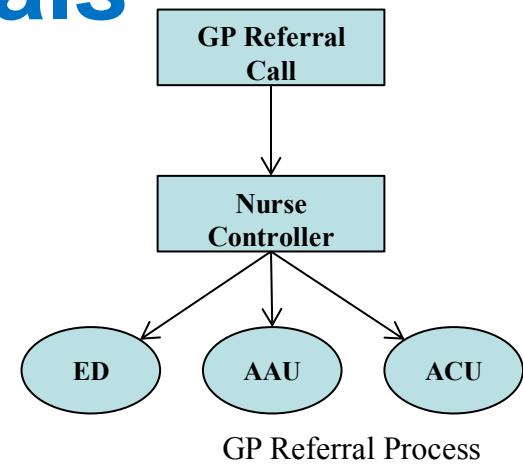
AEC started in Aug-12 and has since developed rapidly. Jan-14 saw the opening of the new dedicated unit. Ambulatory Care Unit is now operating in several specialties



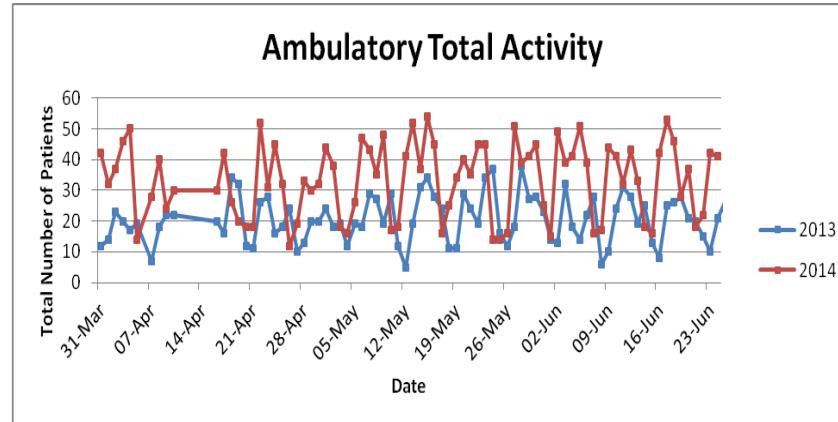
AEC Team

## Tools Used

- EBD
- AMB score (Trialed)
- Sustainability
- ROI
- AEC Directory



Prince Charles Hospital, Brisbane visit AEC



## Improvement so far

- Nurse controller role enabling process model
- Hot clinics (cardio/rheum)
- Day case expansion
- CoE ambulatory care
- Surgical Ambulatory
- Increased activity

## Challenges

- Data analysis / reporting
- District nursing capacity

## Results & Next Steps

- Dedicated unit for medicine and CoE
- 33% of emergency medical take
- 48% of GP referrals
- 46% of patients discharged same day(Surgery)
- Development of Gynae AEC
- Neurology hot clinic
- Basket of 49 analysis tool
- Casestudy / International visit