

Ambulatory Emergency Care at Basildon & Thurrock University Hospitals

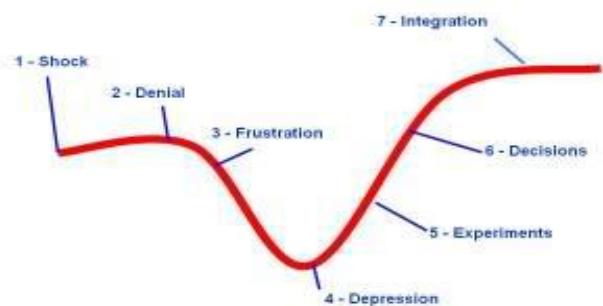
Background

We manage AEC through a combined pathway and process approach. It is co-located in our AMU and overseen by medics.

Tools Used

- Clinically driven processes
- Pathways mapped for high volume conditions
- Criteria led assessment using generic inclusion criteria (see form)
- Networking and site visits

The Kubler Ross Change Curve



Our Ambulatory journey!

Improvement so far

- A dedicated AEC team established
- Development of nursing roles within AEC (ENP)
- Generic inclusion criteria developed and applied
- High clinical engagement and ownership across the Trust
- Patient information leaflet published



AEC team members

Challenges

- Location and size of facility
- Pathway vs process – needed pathways to help embed the latter
- Tariff arrangements

Inclusion Criteria form

Results & Next Steps

- Extended opening times
- Extended conditions seen and treated within AEC
- Development of surgical AEC through SRU
- Now at points 5-7 on Kubler Ross change curve!