

# 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.

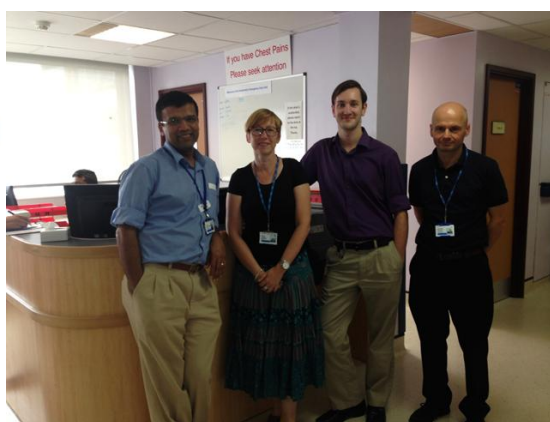
## Tools Used

- 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!



AEC team members

**Basildon and Thurrock University Hospitals NHS Foundation Trust**

**Ambulatory Emergency Care Inclusion Criteria**

Form ID: UCM020A

This cover page is MANDATORY BUT does not replace medical assessment in medical notes

Date: \_\_\_\_\_

Times and clinicians for pathway entry	Time	Clinician
Initial Assessment		
GP call taken		

Generic Aims: Introduction of clear guidance:

- To facilitate the rapid and appropriate assessment, including initial investigations, of patients presenting to ED and AMU with a condition suitable for ambulatory emergency care (AEC)
- Allowing early discharge of appropriate patients onto an ambulatory care pathway
- Introduce a robust ambulatory pathway from initial assessment to diagnosis and treatment

**Checklist: Generic Inclusion criteria**

	Tick
1. Safe discharge to normal place of residence possible today without home care package changes	
2. Patient does not require a bed while waiting	
3. NEWS score is 3 or less	
4. Oxygen saturations at least 93% on room air (or 88% for those on home oxygen therapy)	
5. No new confusion	

**Note: ALL FIVE INCLUSION CRITERIA MUST APPLY PRIOR TO REFERRAL TO AEC**

**Checklist: First assessment (KDM in ED)**

	Tick
1. Assess patient and arrange tests as appropriate All patients: FBC, CRP, U&E, LFT, bone profile, serum glucose, coagulation screen CXR/MSU/DDI/MAR/TT as appropriate	
2. Imaging request cards are marked with Ambulatory Care	
3. Patient discussed with AECU medics and accepted for AEC Contact AECU on extension 7230 to discuss patient prior to sending patient to AECU	

Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_

Please ensure this form and all relevant clinical notes are transferred to the AECU on AMU East

1 of 1

Inclusion Criteria form

## 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

## Challenges

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

## 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!

