

Ambulatory Emergency Care at Stafford Hospital

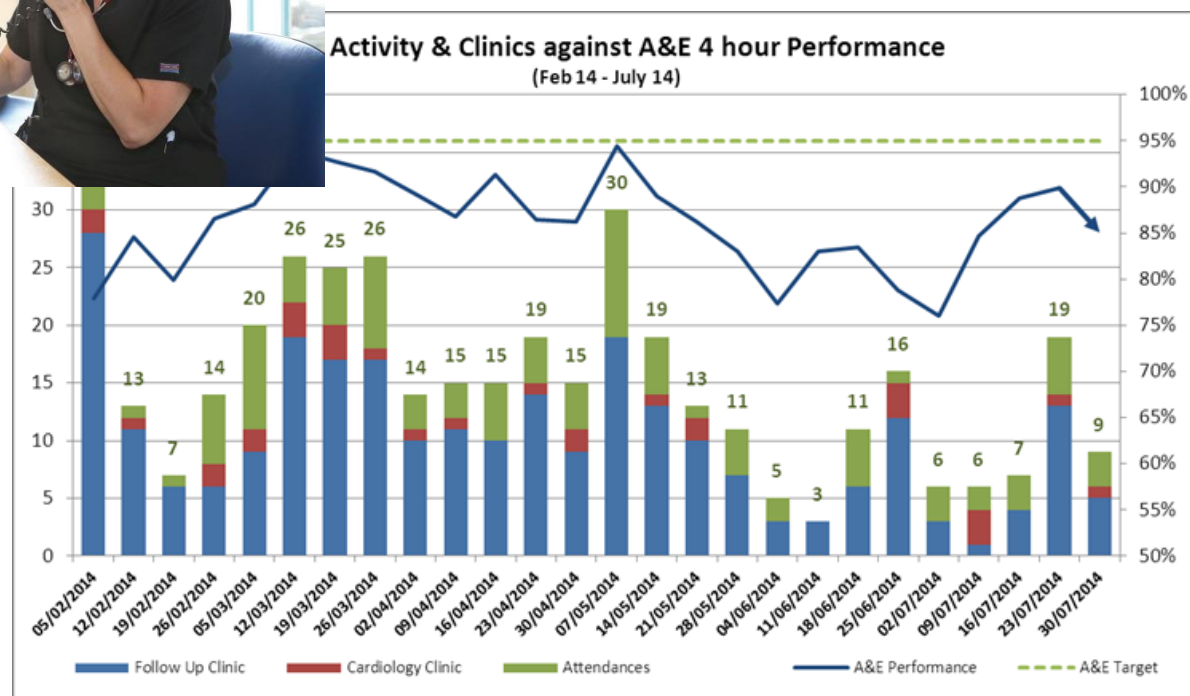


Background

The team set out to improve the patient journey offered to medically expected patients, who were deemed suitable to be assessed and treated the same day. The aim being enhance patient experience, free-up A&E capacity and reduce the number of unnecessary admissions to inpatient beds for this group of patients.

Tools Used

- AEC Directory
- Sustainability tool
- AMB Tool
- Experienced Based Design



Improvement so far

- AAU set up as part of AMU (Acute Medicine led) in Feb 2014
- AAU assessing between 9 - 15 patients (on average 30 referral acute medical take)
- 4 hour performance improved when AAU functioning and unblocking of A&E

Challenges

- Failure to ring fence the area – frequently utilised as inpatient beds
- Use of AAU variable depending on clinical team on Take – due to inability to fully advertise the service due to the fragility of the inpatient capacity in the Trust

Results & Next Steps

- 399 patients seen in AAU since opening in February 2014
- 0 LOS in Medicine increased by 18%
- Cardiology Hot Clinic available weekly – hope to increase to other specialties
- Review inclusion / exclusion criteria to increase patient numbers

