

Development of a Planned Investigation Unit (PIU) at University Hospital Monklands

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Aim

To develop a patient centred service whereby patients attend a one stop unit that provides specialist investigations, initiation and delivery of treatment.

This negates the need for an overnight stay in hospital and improves work/life balance for patients which previously was not taken into account.

Method: Focussed on three different approaches

1. Process

There was often a lengthy wait for dynamic investigations and day case treatments that often led to delay in commencing treatment and overnight hospital stays. A short life working group was developed to progress the implementation of a designated PIU for the hospital site.

The group identified opportunities within specialties/wards areas that at the time admitted patients into non-clinical areas/waiting rooms for a variety of tests and investigations. A four bedded area within a ward was configured to test initial ways of working with a set criteria of patients.

Investment allows the creation of a bespoke area which allowed for a nurse-led outpatient service.

2. Training & Upskilling of Nursing Staff

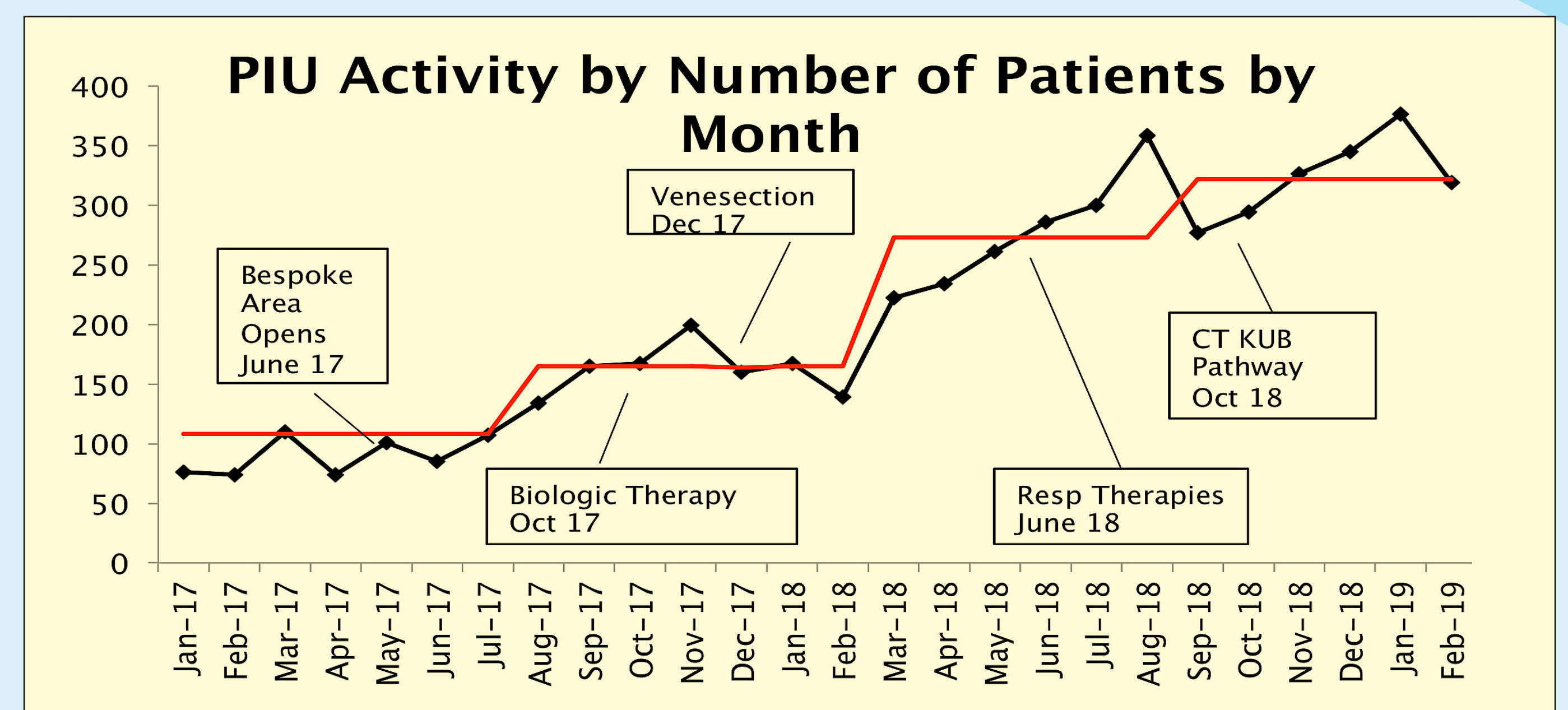
10 staff attended training which incorporated basic skills such as PVC insertion to complex venesection, IBD infusions, CT/KUB scanning and post scan information. Studies ranged from 1 day to 3 months

Medical

Some medical staff were initially reluctant to explore the concept of nurse led delivery for patients who traditionally were regularly admitted for short spells, usually for IV therapy. However by involving senior clinicians at the beginning, early discussions were able to take place with their colleagues and led to joint development of safe pathways and protocols.

Outcomes:

As can be seen from the data attached, activity through PIU has increased exponentially since its inception in January 2017.



- Improved patient experience and care provided
- Increased the knowledge and ability to provide the service
- Involvement of patients with treatment plans
- Work to an admission avoidance model
- Reduced Length of Stay in inpatient wards
- Support flow throughout the site by freeing up acute capacity



Monklands Planned Investigation Unit



PIU – Original Home – A converted 4-bedded room – October 2016. PIU – Bespoke Facility – Opened by the NHSL Chief Executive and Chair – October 2017

to achieve required competencies and a programme of training and upskilling is ongoing.

Biologic therapies was the initial area of focus, as most patients within this cohort were admitted for in-patient treatment. The unit in addition provides Dynamic endocrine investigations, and therapies like transfusion for haematology patients, iron and electrolyte infusions, venesection renal and bone biopsy care and many others.

Culture Change

Patients

The level of person centred care where patients are able to select their own calendar of treatment which in turn reduces the likelihood of missed appointments.

Nursing

The opportunity was taken, as a result of service reconfiguration, to develop this service utilising a group of staff from an orthopaedic background. Initially, the staff were tentative to change nursing direction and be exposed to new challenges. However, given the gradual nature of the programme of education, nursing staff felt fully supported, confident and excited to take on this new role and engaged well with the development of the service.

Conclusions:

In conclusion, the level of activity and impact has been such that funding was secured to develop a bespoke area in the hospital for delivery of this service and which now features a distinct waiting room and more comfortable environment for patients to receive their treatment.

PIU has been successful project which has been demonstrated month on month in terms of the level of increase and variable patient groups that are now referred to and treated in PIU.

We feel that this project shows how thinking a little differently in how to deliver person centred care, in a nurse led environment, can lead to a change of culture and view of nurse led services.

Moving forward as part of the New Monklands Project, there are plans for a 16 cubicle and 5 consulting room Department which would accommodate between 80-100 patients per day dependant on the treatment and providing a 7-day service.

This illustrates the potential capabilities for PIU and demonstrates the hard work of the all of the staff involved.