

Pan Ayrshire Development Of New Service Fast Tracking Frail Elderly With Minor Injuries By Emergency Department Working In Partnership With Care Homes

Wendy Kenmuir

Patient journey before fast tracking

2200hrs

Patient with wrist injury from care home arrives in 999 ambulance

2210hrs

triaged to waiting area

2245hrs

brought into a treatment room to await doctor

2335hrs

assessed by Dr and sent to X-ray by porter

0000hrs

X-ray carried out after time spent in X-ray waiting room

0020hrs

taken back to treatment room to await results

0045hrs

Doctor interprets X-ray and plans treatment

0110hrs

waiting for nurse to apply plaster

0125hrs

no transport available to take patient home

0315hrs

ambulance transports patient home

Total time in department
5 hours 15 minutes

Numbers of staff members involved in care

10

This patient could have waited until the morning and been fast tracked if the care home had discussed this with the ENP team.

Description

In 2017, the Emergency Nurse Practitioner team at Ayr Hospital had a brainwave.

They ran a small project with 3 care homes to trial fast tracking residents who had suffered a minor injury through the ED.

Huge success! This led to a permanent change in practice which has been adopted at Crosshouse ED and now covers all care homes in Ayrshire.

It has contributed to increased patient flow through the department and helps manage out of hours care by reducing overnight attendances. Overall time in department reduced.

Objectives

Patient centred, safe effective care is a priority objective in the vision for 2020 and beyond.

ENPs are driving transformation by taking a small project and implementing change with a long term approach.

85+ population expected to double by 2034 which will increase demand on ED *

This is an example of collaborative working. Health and Social care system coming together to improve outcomes for patients.

Methodology

Care home managers visited by ENP and referral process was discussed. A flow chart is used by staff in home to explain the process.

Evaluation

Feedback is obtained from care home after each attendance. Service is audited for quality.

fantastic service

delighted with treatment and how quickly we were seen

ENP made the residents A/E visit so much less stressful than it used to be

Patient journey with fast tracking

approx 1000hrs

Care home phone ENP team and arrange to bring a patient to ED with a wrist injury. History taken by ENP and transport arranged by home. Potential problems identified at this stage. Time of arrival estimated.

1004hrs

Patient and carer arrive at reception desk, registered then collected from waiting area by ENP and taken to treatment room.

1010hrs

Examined by ENP who escorts patient & carer to X-ray.

1025hrs

Fast tracked through X-ray.

1030hrs

ENP interprets X-ray and carries out treatments

1048 hrs

patient leaves department and returns to care home by relative.

Total time in department
44 minutes

Numbers of staff members involved in care

3

What's next?

Plan to develop service further by including people with learning difficulties in residential care.

References

- 2020 vision – The Scottish Government 2011 {available at www2.gov.scot/topics/healthpolicy/2020vision}
- Changing Models of Health and Social care. Audit Scotland March 2016 {available at www.audit-sotland.gov.uk/uploads}

