

REASON WHY?

Patients who present to the Emergency Department (ED) are typically seen within arrival time order. This does not account for clinical need and acuity for time critical patients. In order to improve this process, the ED team looked to ensure that all patients have been triaged within the 15 minute target.

PLAN

The Emergency Care Transformation Programme (ECTP) aims to improve services across the Emergency Care Department. Following analysis of data the team looked to hold a “perfect week”.

The initial plan was to make use of a second triage room. This enables a greater number of patients to be seen and helps the flow within the department.

Additionally, the team were keen to have an Emergency Care Technician to work out of the Fit to Sit assessment room and carry out bloods and ECG tests on patients, working directly with Fit to Sit nursing colleagues.

The aim of this was to improve the number of people that had had an initial triage to ensure that patients that required time-critical tests and assessments were seen in order of priority to improve patient safety. It was hoped that it would improve the experience of both patients and colleagues working in the area.

DO

A second triage room was created with computer and printer access. An additional triage nurse was placed in the second triage room and protected so that they were not removed from the area. An additional Healthcare Assistant worked alongside triage nurses, running notes and assisting patients in the department.

The old children's waiting area was converted into an area where ECG's and bloods could be taken. Elements of the process were transferred outside of the initial assessment (bloods/ ECGs) in order to speed up the process for patients arriving in the department and provided by an Emergency Care Technician within the newly created space.

Ambulance navigators began to triage patients live on arrival onto the system.

Visual controls were used to flag patients requiring treatment within the notes to speed up the process for doctors.



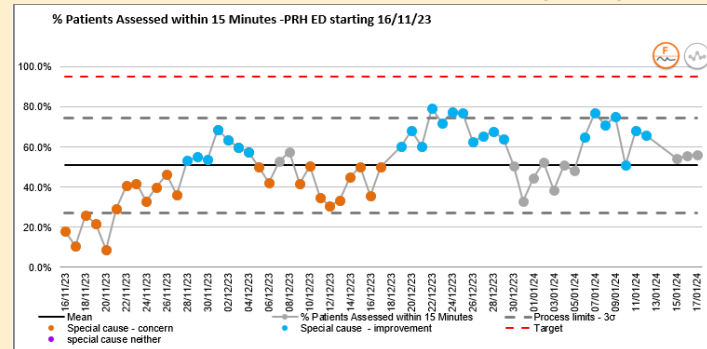
I will improve the number of walk-in patients triaged within 15 minutes by 3rd of December 2023.

To improve patient flow within the department from initial assessment to Fit to Sit by 3rd December 2023.

STUDY

The “Perfect Week” helped provide the opportunity for colleagues to test a different way of working and improve the flow within the department.

Feedback received from colleagues was very positive, with additional feedback suggesting that the roster should be changed to support the twilight nurse to be changed to 0900-2130 hours and an additional nurse to allow safe staffing during transfers to CT/ X-Ray/ Wards.



ACT

During the week, there were minor adaptations in the flow of the department and environment for patients.

Colleagues will ADOPT the revised initial assessment process and continue to triage ambulance patients live onto the system.

The team have revised the staffing template to allow for the second initial assessment area to remain in use. The current improvements will be monitored over the next 30, 60 and 90 days.