

REASON WHY?

Recent improvement work highlighted that a number of patients attend the Emergency Department (ED) that could be directly pushed/pulled into Same Day Emergency Care (SDEC). Improving this process helps support patients to be treated in the right place at the right time. There was a desire to embed this process further.

PLAN

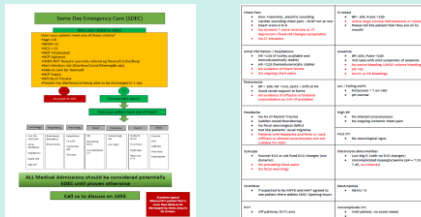
The plan was to review the current process for the push/ pull criteria for medical patients from ED into SDEC.

The aim of improving this process is to increase the number of patients pulled and pushed from ED so that they can be seen in the right place, reducing the time spent in ED and enabling patients to be treated quicker.

The plan was to engage with colleagues and relaunch the push/ pull criteria to coincide with the test of change in the Acute Medical Assessment (AMA)- start date 7th October 2024.

DO

Work has previously been carried out to support education on the criteria for patients presenting into ED for SDEC, a poster was created as part of the improvements. The poster was reviewed and agreed and placed in key areas within SDEC, ED and AMA.



The morning 8:30 pull from ED is supported by the acute medicine consultant with the SDEC coordinator and appropriate patients are pulled to the SDEC footprint. Additionally, the team have acute medicine clinic follow ups which have helped to create extra capacity, increasing the output through SDEC from all sources of emergency admission.

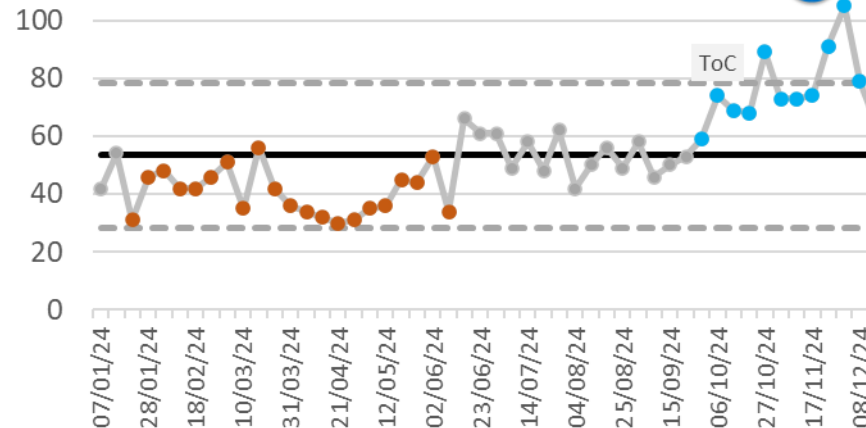


Increase the number of patients being "pulled/ pushed" from ED by 25% by 15th December 2024.

STUDY

Following the education of the teams, the number of patients that have been pushed/ pulled and referred from ED via email to SDEC has shown a statistically significant improvement. Numbers have increased from an average of 46 patients per week to an average of 78 patients per week (an increase of 70%). The highest number of patients pushed/ pulled in one week was 105 (an increase of 128%).

Weekly ED Total Referrals (Push, Pull, Email)



ACT

The use of the checklists for push/ pull criteria will be ADOPTED. The increase in the number of patients has been significant.

This process will continue to be monitored and the team will ensure that this process is communicated to all new colleagues working in the areas.