# What good looks like for the Emergency Department

Developing a National Quality & Delivery Framework for the NHS in Wales

## MODEL VERSION 2: AMBULANCE HANDOVER (2C) & TRIAGE (2D) PIPS

**STEP 1:** WHEN YOU NEED EMERGENCY CARE | **STEP 2:** WHEN YOU ARRIVE AT THE HOSPITAL | **STEP 3:** WHEN YOU ARE EXAMINED | **STEP 4:** WHEN YOU NEED TREATMENT | **STEP 5:** WHEN YOU ARE READY TO GO

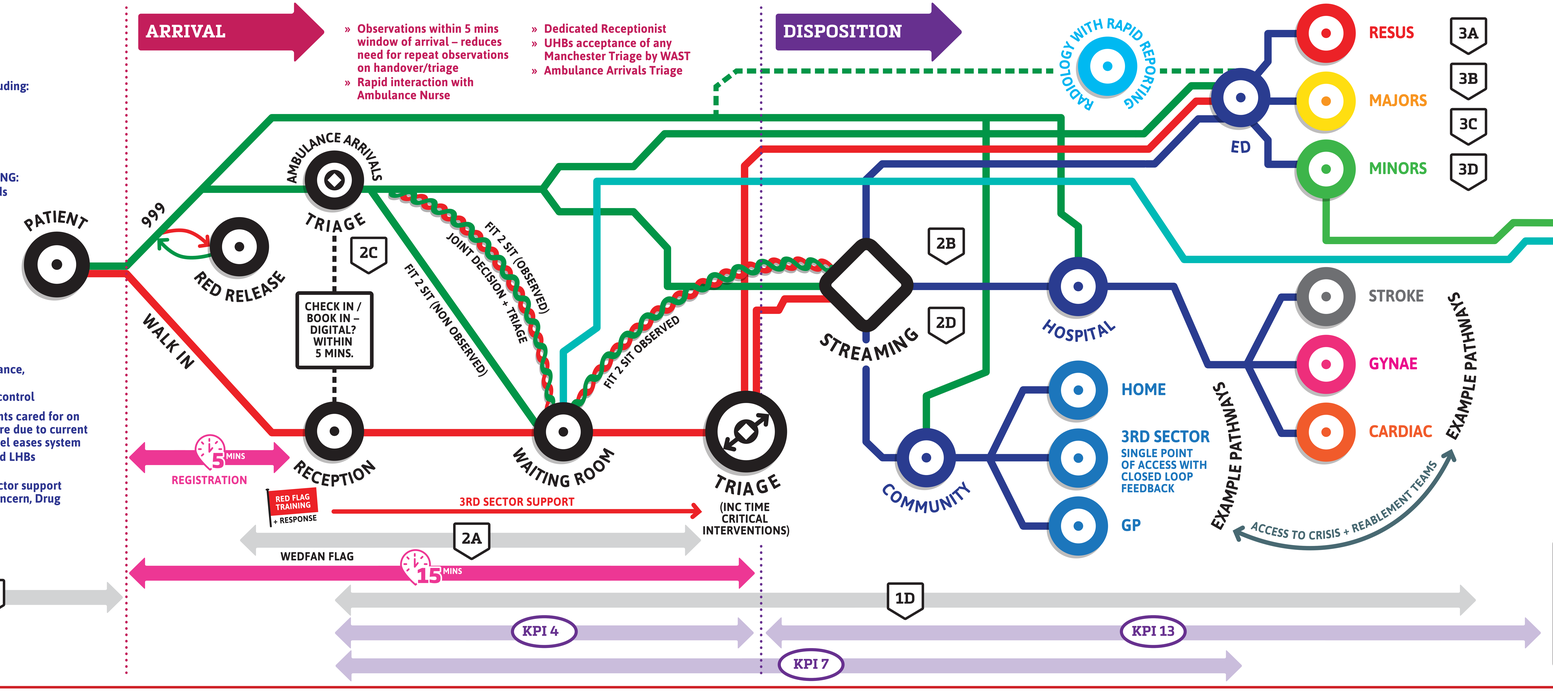
### PRE-HOSPITAL
UNDERPINNING PRINCIPLES

- Streaming
- Access to alternate pathways 24/7 including:
  - Crisis and Reablement Teams
  - Point of Care Testing
  - Telemetry
  - Manchester Triage
  - Clinical Desk
- PRE-HOSPITAL INTELLIGENCE INCLUDING:
  - Primary Care/Secondary Care Records
  - Learning Disability Passport Scheme
  - Palliative Care/EOLC
  - Frailty Scores
  - Welsh Clinical Portal
  - Police
  - Frequent Caller Plans
  - Anticipatory Care Plans
  - Speciality Care Plans
- ATMIST/ASHICE
  - Exception on Handover
  - Joint Care under ATMIST
  - Joint work around processes, acceptance, Meet and Greet, handover
  - Other uses of Pre-Alert i.e. infection control
- Ratification of care processes for patients cared for on back of ambulance – temporary measure due to current pressures – to be reviewed as new model eases system
- Integrated IT system between WAST and LHBs
- E-Tablets for WAST Crews
- Alternative Pathways to include 3rd Sector support e.g. Care and Repair, Red Cross, Age Concern, Drug and Alcohol Services
- Access to Language Line
- WAST to consider Navigation

### ARRIVAL

- Observations within 5 mins window of arrival – reduces need for repeat observations on handover/triage
- Rapid interaction with Ambulance Nurse
- Dedicated Receptionist
- UHBs acceptance of any Manchester Triage by WAST
- Ambulance Arrivals Triage

### DISPOSITION




### FACTORS FOR CONSIDERATION

- MAU
- CDU
- DISCHARGE LOUNGE 24/7
- SDEC/AEC
- A&E HUB
- INTERMEDIATE CARE
- CRISIS RESOLUTION

### EMERGENCY DEPARTMENT
UNDERPINNING PRINCIPLES

- Integrated IT system – WAST & LHBS
- Manchester Triage
- Clinical Guidelines
- Quad Team at Front Door:
  - Nurse in Charge
  - Triage Nurse
  - Ambulance Nurse
  - Controller
- Streaming Model: both a physical resource and an underpinning ethos throughout patient journey
- Resources must be flexed to meet demand
- Access to:
  - Online Care Records
  - Social Care Providers
  - Primary Care Records
  - Hot Spot Clinic appointment access – primary and secondary care
  - Frequent Attender Plans
  - Single Patient Record
  - 111
- Access to:
  - Specialty support 24/7 e.g. mental health/substance misuse teams
  - Referral into Pathways – health or other to include significant 3rd Sector support at streaming
- Discharge support including
  - Transportation
  - Discharge lounge 24/7
  - 3rd Sector support for vulnerable discharges (inc food parcels/overnight sitters etc)
- Streaming model staffed with a mix of roles and adequate numbers to include but not limited to:
  - Registered nurse
  - HCAs
  - ECG Techs
  - Senior Decision Maker
  - 3rd Sector
  - Allied Health Professionals
  - Frailty Teams
  - Others such as: Housing/Homeless links

**KEY:**
WAST PATHWAY | ED PATHWAY | DISPOSITION PATHWAY | JOINT DECISION | TIME | PIP | KEY PERFORMANCE INDICATOR | DISPOSITION DECISION POINT | TRANSACTION NODE

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