

Accessibility & Visibility of Urgent Care Pathways in the Emergency Department

(or the most appropriate pathway to best meet the patients needs)

Oxford

**Patient
Safety
Collaborative**



URGENT CARE PATHWAYS

Ensuring our patients get the right care:
First time - Every time



**South Central
Ambulance Service**

NHS Foundation Trust



Urgent Care Pathways Programme Aims & Objectives

- Support National & Local Strategies with NHS Constitution at its heart
 - Improve quality of Patient Care & Experience
 - Improve Patient Safety
 - Support Operational Clinical Staff
 - Support improvement in the reduction of our key rates for :-
 - See & Treat
 - See, Treat & Convey to Emergency Departments
 - See, Treat & Convey to Non-Emergency Departments
- Efficiency Savings

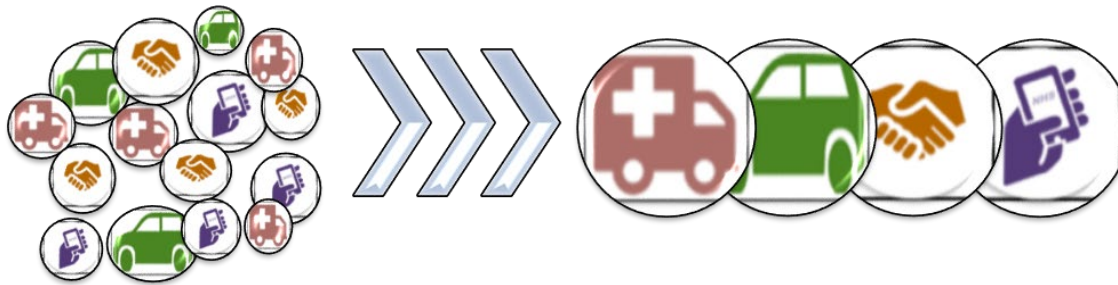


URGENT CARE PATHWAYS
FIRST TIME - EVERY TIME



An Integrated Streamlined Approach

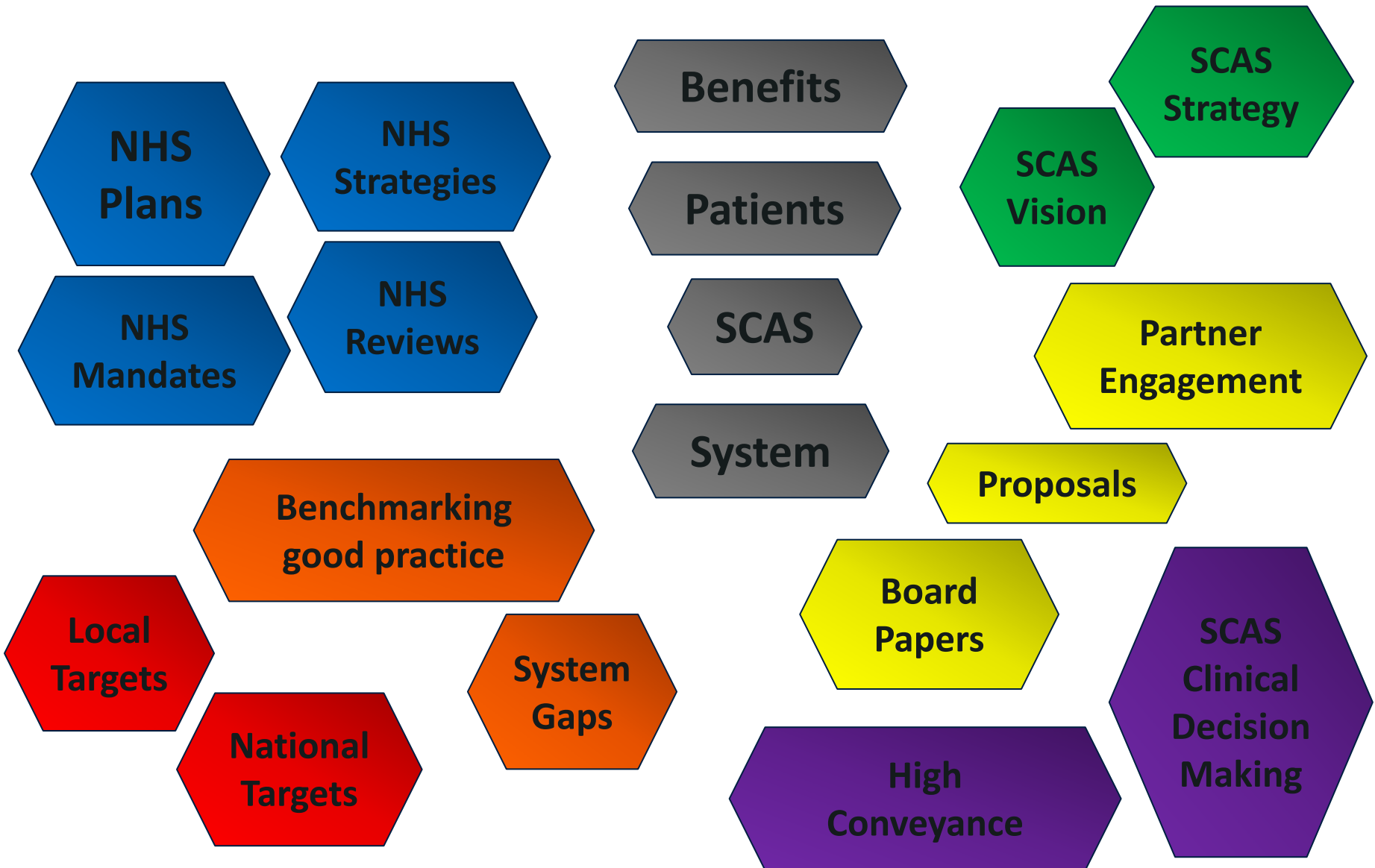
- Enabling people to access right care: first time - every time
- Saving lives and improving outcomes
- Supporting people in their own homes



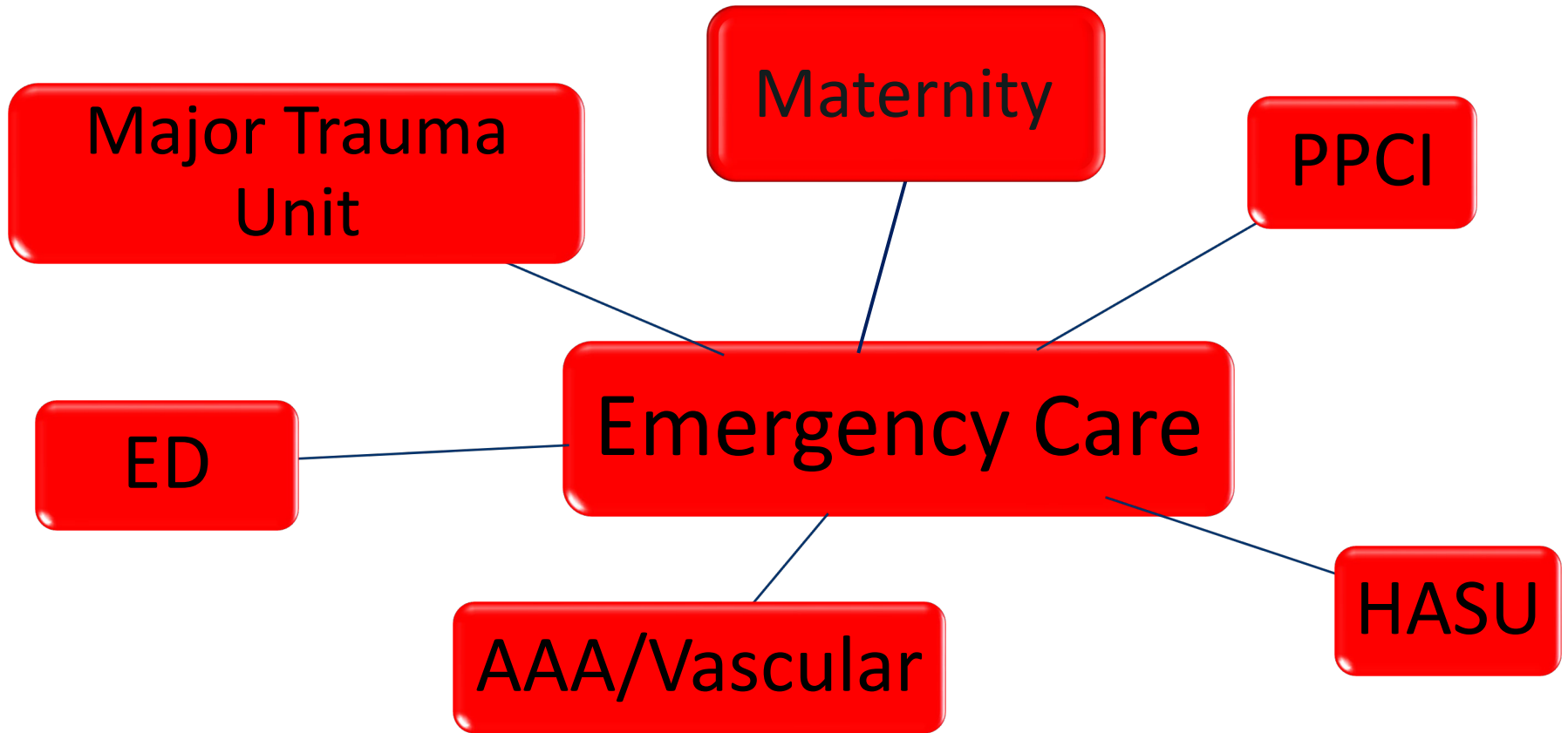
“SCAS will deliver an integrated and streamlined approach across our network to improve patient outcomes.

By working with our local care system partners, we will ensure our patients access the most appropriate care according to their needs, first time, every time.”

Planning & Preparation



Life Threatening Emergency Treatment & Transport

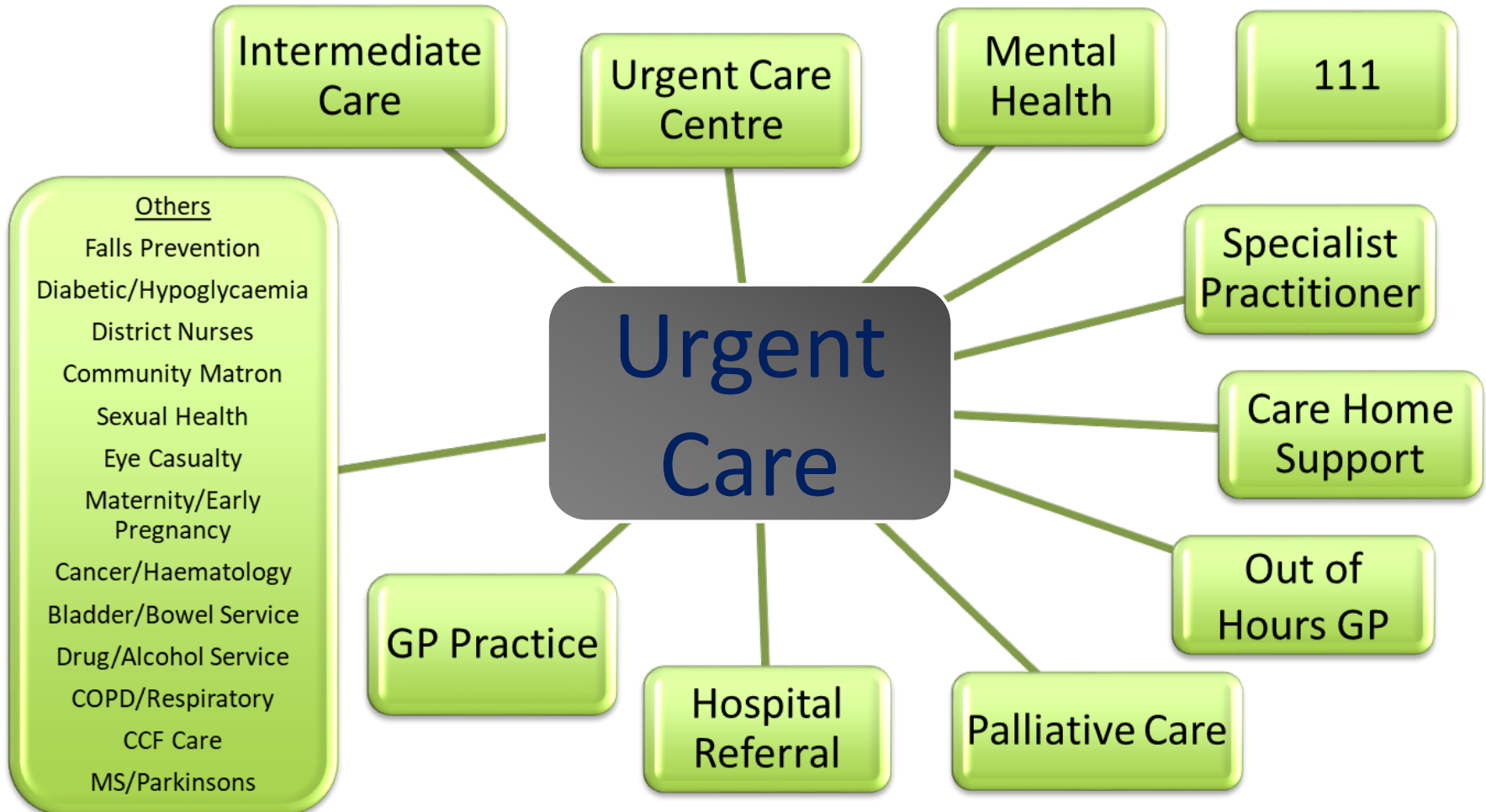


Ambulance Service Delivery

| Patient Outcome | % |
|--|-------|
| Conveyed to Emergency Department | 57.7% |
| Conveyed to Non-Emergency Department | 6.3% |
| See & Treat by SCAS Ambulance Clinicians | 36% |
| Hear & Treat – 111 / Clinical Support Desk | 6% |

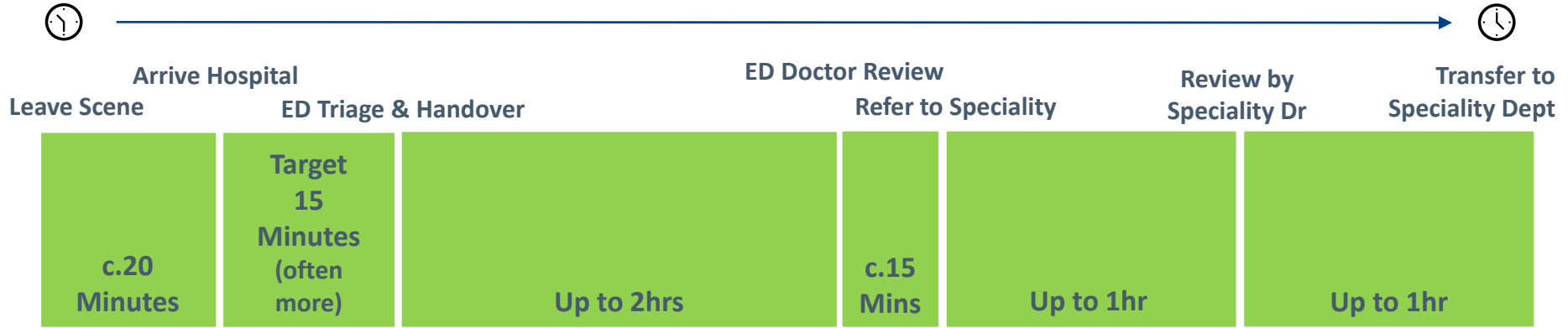
- 5.5% of 999 Calls “Life Threatening”
- How many of those Conveyed to ED can potentially be safely managed via a Non-ED pathway?
- No longer a scoop & transport model but a mobile healthcare provider
- Triageing service - Right Skill, Right Time, Right Place.
 - Advanced Clinical Practice Postgraduate Masters
 - RCGP - Applied Knowledge Tests(AKT) & Clinical Skills Assessments (CSA)
 - Non Medical Prescribing

Urgent Care - Treat, Refer or Convey



Patient Pathway Model Illustration - Hospital

Convey to Emergency Department



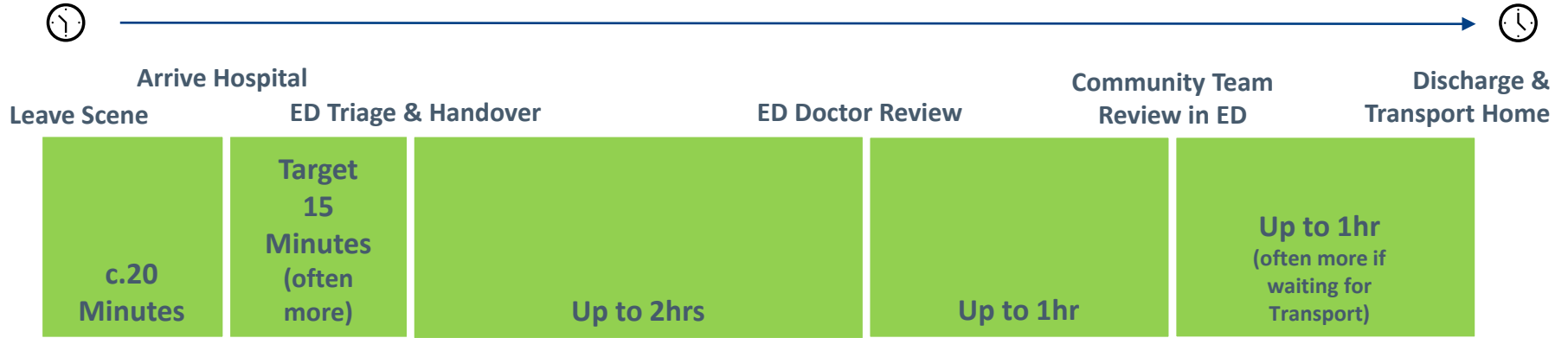
Convey to Non-Emergency Department or Community Pathway



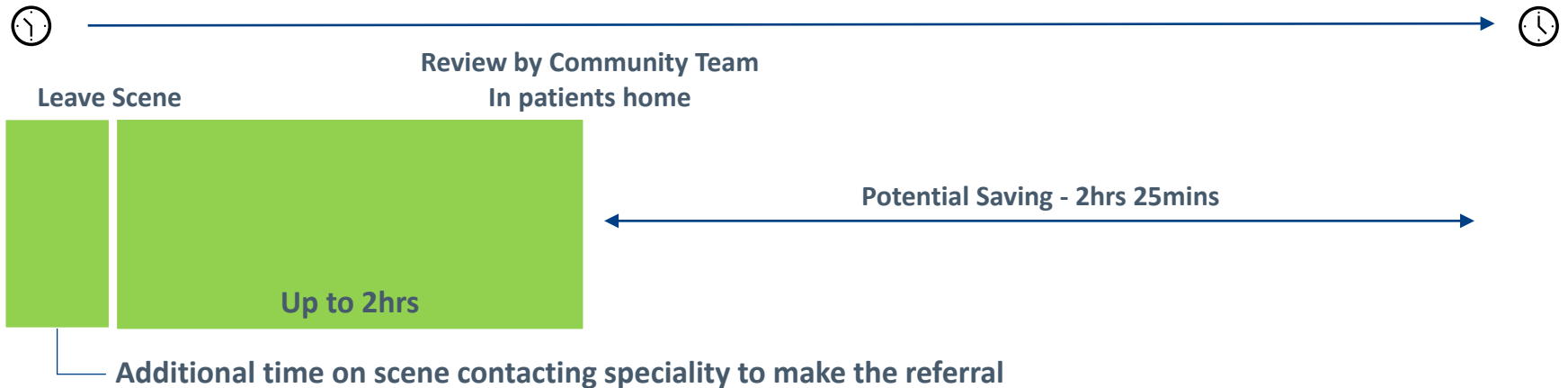
Additional time on scene contacting speciality to make the referral

Patient Pathway Model Illustration - Community

Convey to Emergency Department



Refer to Community Pathway



Programme Projects

1. Urgent Care Pathways

Access to key services across our footprint for our clinicians to refer our patients to directly

2. Digital Software Solution

Visibility of those services for our mobile clinicians

3. Clinical Governance

Safety & Consistency of all Urgent Care Pathways across SCAS

4. Terrafix Mobile Data Terminal (MDT)

Supporting the reporting, data & metrics to understand the patient journey to improve care

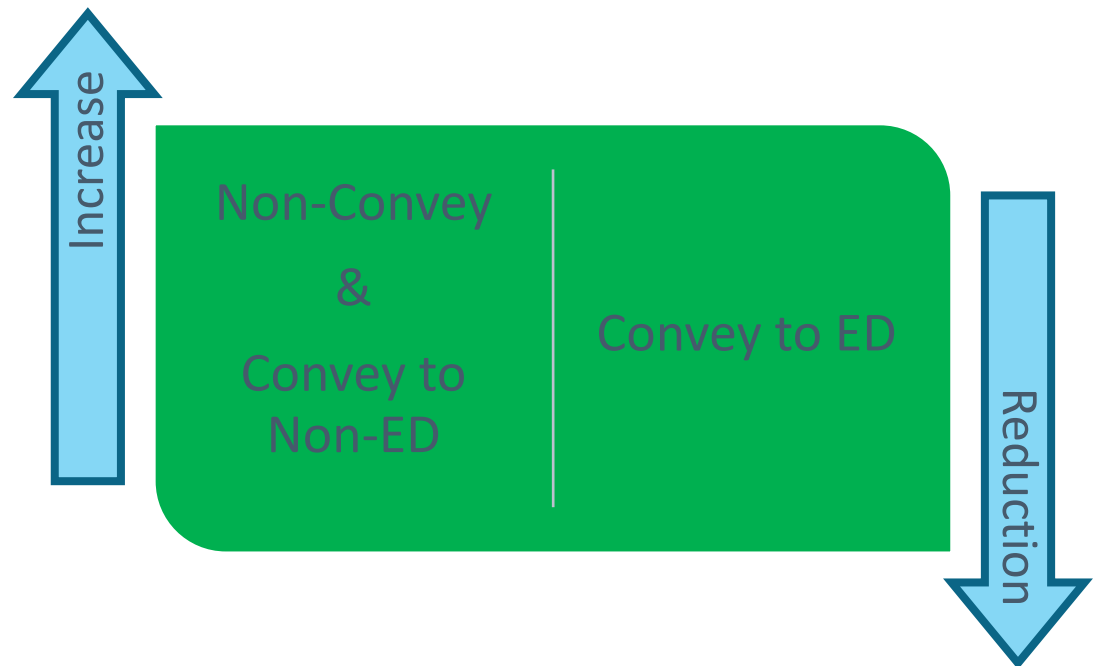
Improving access and visibility to Urgent Care Pathways ensuring our patients get the Right Care First Time Every Time.

UrgentCare.Pathways@scas.nhs.uk
[#urgentcarepathways](https://twitter.com/urgentcarepathways)



Access to Clinical Pathways

- Focus on pathways with the greatest impact
- Each area has different priorities & challenges
- Currently 3 Area Leads working closely with local Head of Operations



Core Pathways

Hospital

Medical (inc. Respiratory)

Surgical

Paediatric

Elderly - Frailty - Falls

Mental Health Provision

Community

Single Point of Access (SPA) for
Integrated Intermediate Care






Respiratory Team

Nursing/Care Home Support

Mental Health Provision

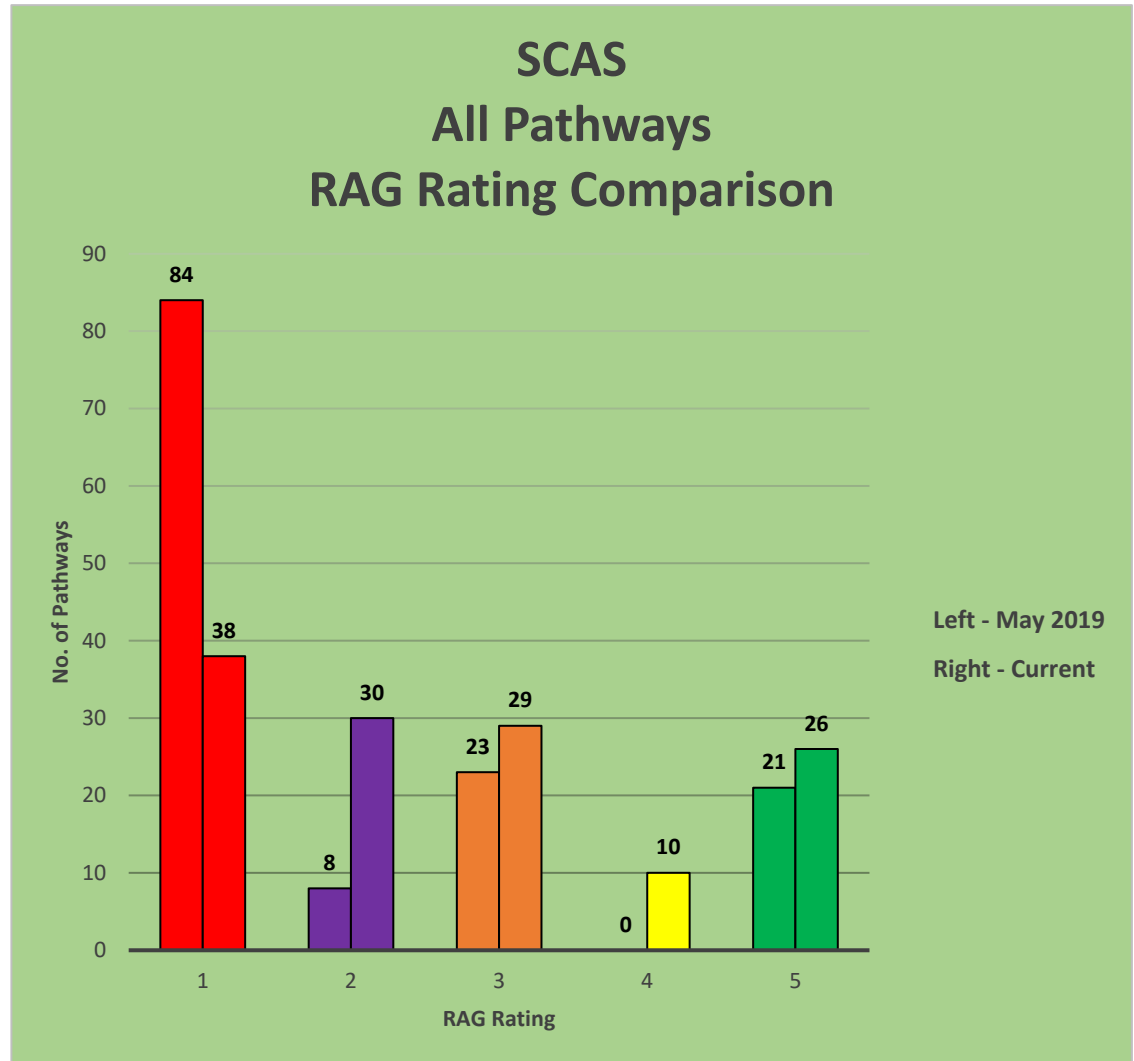
Pathway Access Progress

RAG Rating tool to
understand the
progress made in
the development
of access to
Urgent Care
Pathways

| | |
|---|--|
|  | Pathway doesn't exist No access to Pathway for SCAS Clinical Staff |
|  | Potential Pathway exists No current access to Pathway for SCAS Clinical Staff Pathway access under discussion with Service Provider |
|  | Pathways exists but not in line with SCAS Urgent Care Pathway Plan requirements - e.g. not 24/7 Access available to SCAS Clinical Staff New Pathway in Pilot Phase |
|  | Pathway available in line with SCAS Urgent Care Pathway Plan requirements Pathway available to SCAS Clinical Staff but service rarely used despite accessibility Pathway access referral restricted to specific SCAS Clinical Cohort |
|  | Pathway available in line with SCAS Urgent Care Pathway Plan service requirements Available to all SCAS Clinical Staff and used regularly |

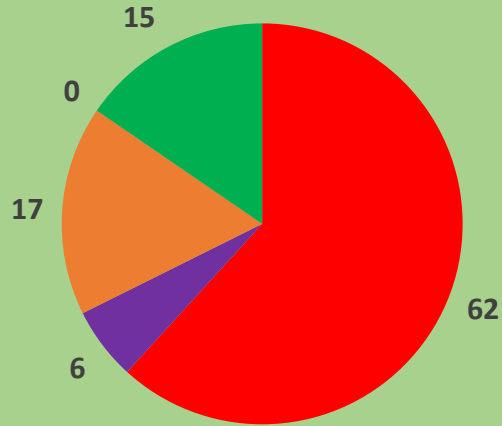
Access to Clinical Pathways

- Established & improved access to 21 Pathways
- Reduction in Red RAG Rating by 46
- Large number of pathways being discussed with our partners
- 39 pathways currently in pilot phase or need improvement with access, effectiveness & usage

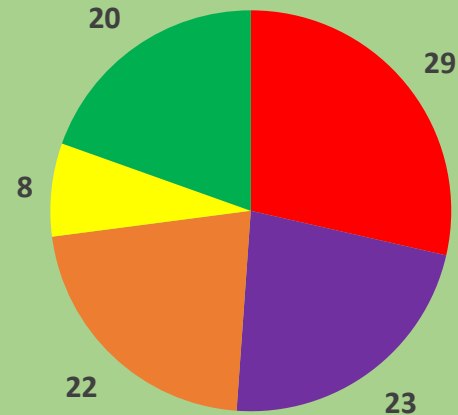


Access to Clinical Pathways

SCAS - All Pathways
May 2019 RAG Rating Percentage

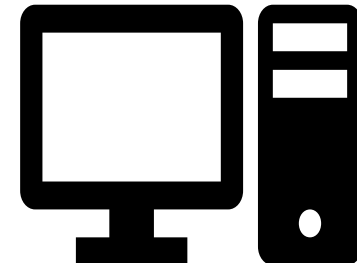
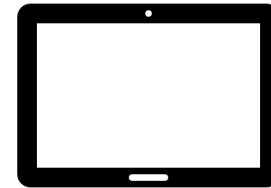
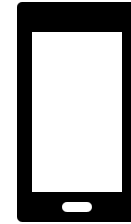
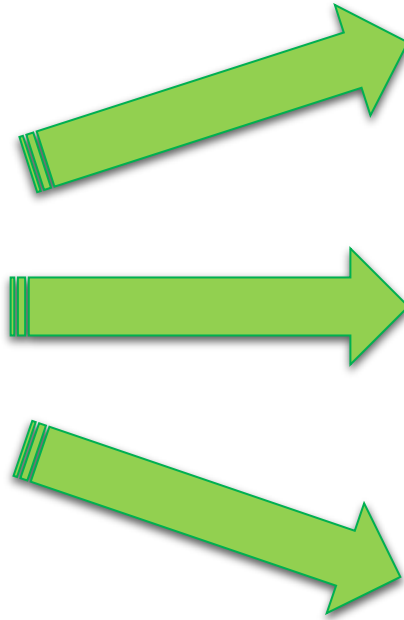


SCAS - All Pathways
Current RAG Rating Percentage



URGENT CARE PATHWAYS
FIRST TIME - EVERY TIME

Digital Software Solution



Clinical Governance

1. New Clinical Governance process

- Patient Safety Group
- Clinical Review Group
- Clinical Governance Schedules
 - ✓ Completed
 - ✓ Reviewed
 - ✓ Approval

2. All new & existing pathways have a.....

- Risk Assessment
- Clinical Governance Schedule



Terrafix MDT

- Phase 1
 - Amendments to Hospital Destination options
 - Amendments to 'Clear Scene' options
 - Live 12th August 2019

- Phase 2/3
 - Functionality changes to Hospital & Community destinations and options
 - Scheduled for November 2019

Monitoring Effectiveness & Use

1. Developing metric tools from Terrafix MDT upgrades & MiDoS launch
2. Audits with Service Providers
3. Patient Experience
 - SCAS Online Feedback Questionnaire - Friends & Family Test
 - MiDoS
 - Patient Stories
 - Collaboration with Service Providers



Challenges

■ Service Providers

- Blockers
- Capacity
- Nervous
- Time

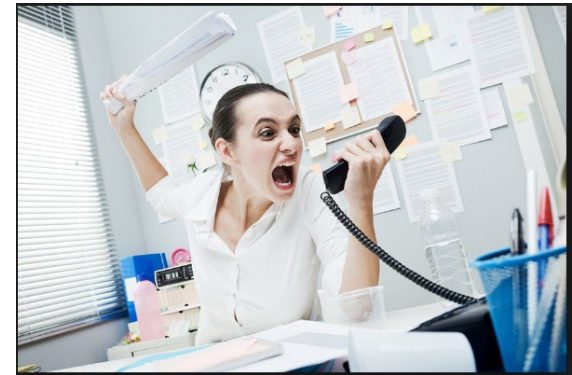


■ Communication

- 2000+ Staff
- New idea - Gaining momentum
- Patient benefits
- Face 2 Face Engagement

■ Education Strategy

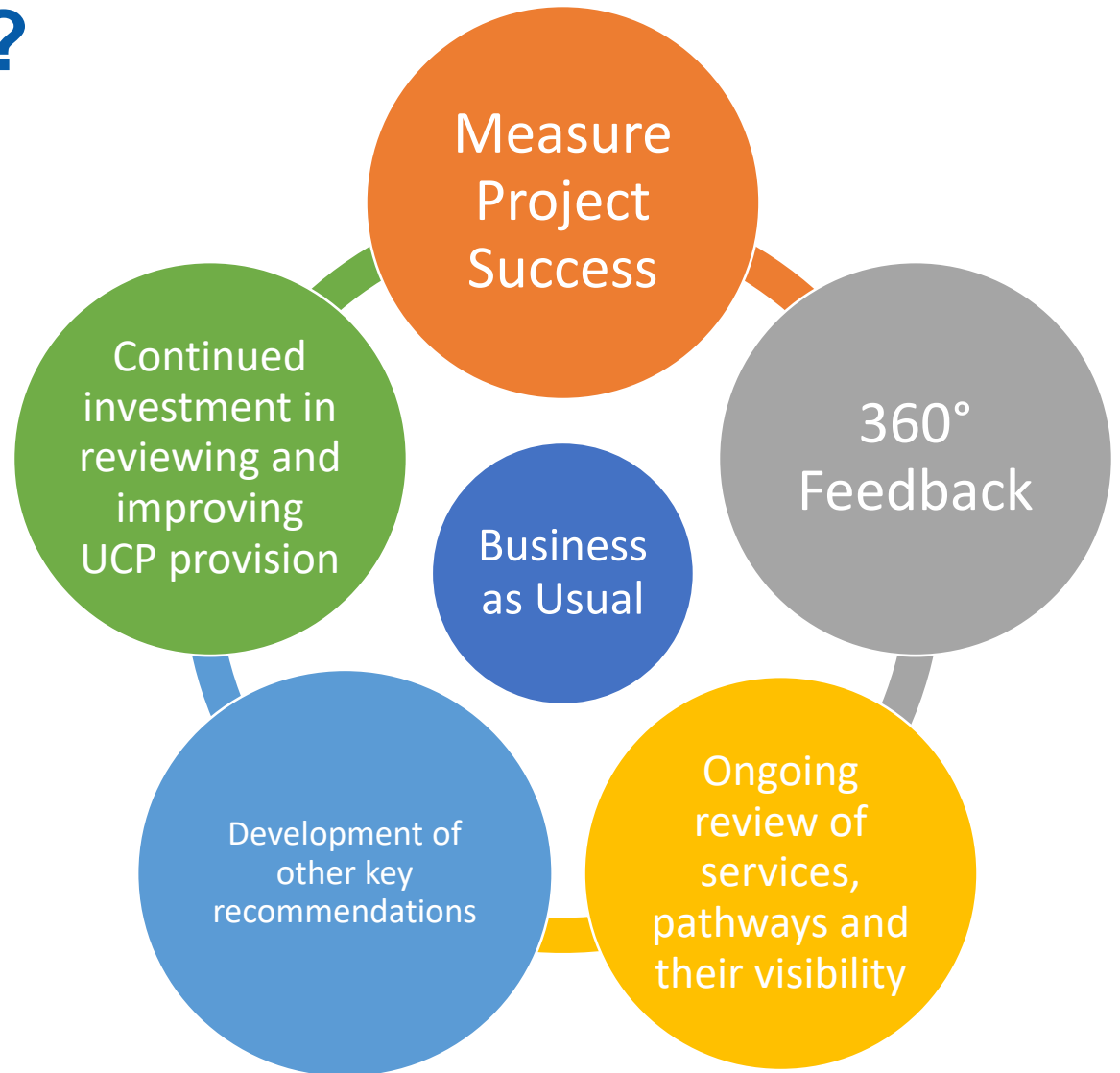
- Recruitment - Employer of choice
- New Staff Induction - Clinical & Corporate
- Team Training



■ Improving SCAS Referral Rate

- Confidence
- History of failed/refused referrals
- Perception

The Future...??



Thank you

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#urgentcarepathways



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