

Emergency Care Standards

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The Medical Business Unit has been invited to discuss the new internal professional standards for emergency care, designed to deliver:

“Excellent emergency care each day, every day”

North Cumbria University Hospitals
Introduction



NHS Trust

- Current Performance
- Improvement Plan
 - Capacity & capability
 - Operational processes
 - Cultural Change
- Reflection & Next Steps

North Cumbria University Hospitals

Current Performance: April – September 2012	West Cumberland Hospital	Cumberland Infirmary	North Tyneside	Wansbeck General	Hexham General
A&E standard: 95% minimum	99%	<90%	99%	95%	99%
A &E 7day extended senior presence (12 Hours)	No Mon-Fri 9am- 9pm Sat-Sun 8am- 5pm	Yes Mon-Fri 8am-8- 30pm Sat-Sun 9am-8- 30pm	Yes 7 days 9am-10pm	Yes 7 days 9am-10pm	Yes 7 days 8am-7pm Associate Specialists
7 day senior clinical review by a ACP (12 hours)	No	Yes (12 hours)	Yes (14 hours)	Yes (14 hours)	Yes (? Hours)
7 day senior clinical review by a POW/POD	No	Yes	Yes (14 hours)	Yes (14 hours)	Yes (? Hours)
60% of patients discharged after one Los	48.8%	42.2%	62.5%	59.0%	57.5%
70% of patients discharged within 48 hours	58.6%	53%	69.3%	66.3%	64.4%
Zero tolerance patient transfers after 10pm	TBC	Nil	TBC	TBC	TBC

Strategic Capacity & Capability

- Bed Capacity
- Building resilience
- Integrated Emergency Floor
- Operate within tariff

Operational Process

- A&E Streaming & initial assessment
- 7 day Senior Review
- “Home for Lunch” discharges
- Development of ambulatory care

Culture

- New Clinical Business Unit structure and strategy
- Quality and patient safety, Evidence based practice
- Internal professional standards

Next Steps

- Consolidate implementation plans
- Update Board on progress quarterly

- Any Questions?