Older People in Acute Care (OPAC) Collaborative in a busy Acute Medical Unit.
Harinath Chandrashekar, Pamela Napier, Elizabeth Myers, Karen Lowdon, Heather Cochrane, Kelly Ross, Bill Berry, Jenny Mann, Arun Chaudhuri.
harinath.chandrashekar@nhs.net

Aim:
The care of older people in a busy acute medical unit (AMU) could be suboptimal and may not be holistic all the time. We joined the OPAC collaborative in order to provide a good quality holistic care to older patients consistently at the front door of the hospital and to promote a culture of safety and quality amongst the multidisciplinary team.

Methods:
A multidisciplinary team was setup which included doctors, nurses, pharmacists, physiotherapists, occupational therapists, domestics, voluntary workers and managers. An initial learning session was organised to provide education about the challenges of management of older patients and the application of improvement science to tackle those challenges. Following this, a number of tests of change were carried out in AMU focussing at the aims of the collaborative. Regular collaborative team meetings were held to assess progress and review outcomes.

Outcomes:
Since the collaborative was started the use of the functional assessment tool has increased from 65% to 90% of patients admitted to the AMU. Our patient satisfaction scores are now consistently over 95% for excellent care and there has been a reduction in the number of complaints. We have successfully implemented patient care rounds and a multidisciplinary safety briefing in the AMU as part of the collaborative.

Conclusion:
The holistic care of older people is a challenge to deliver consistently. The OPAC collaborative has given us the platform to improve the quality of care for older people in AMU by focussing the whole multi disciplinary team on safe and effective care for this vulnerable group, every time. Improvement of safety culture of a multidisciplinary team is certainly the best achievement of this collaborative.

NHS Tayside: www.nhstayside.scot.nhs.uk/
University of Dundee College of Medicine, Dentistry & Nursing: www.cmdn.dundee.ac.uk/
Dundee City Council waterfront development & the new V&A Scotland: http://www.dundeewaterfront.com/