Ambulatory Care

Anthony Pender
Senior Staff Nurse
Whittington Health
AEC

- Opened in February 2012 in clinical rooms within ED waiting room
- New unit capital agreed in November 2012
- New unit with 17 flexible treatment spaces opened March 2014
Our New Unit...
Business Model

- £2.9 million capital project
- Whittington Health chose to invest in ambulatory model of care to absorb projected 5% population growth
- Local tariff agreements
Clinical Model

- Consultant-led service
- Integrated between Acute Medics & ED
- Integrated with community matrons as part of the core team
- Facilitation of specialist review incl Surgical
- Open 7 days a week
- Providing a safe alternative to the traditional emergency care pathway and avoiding admissions
Hub of Coordination

- Full multi-disciplinary team working within unit
- Complex case management coordination
- Weekly MDT to review clinical and operational issues
Nursing in AEC
The Ambulatory Care nurse requires the same skills and competencies as any acute medicine nurse.

Leadership

Particular Focus on

- Autonomous Practice
- Continuous Monitoring
- Clinical Skills
The AEC Nurse

**Autonomous Practice**
- Triaging of patients
- Review of Follow-up Patients

**Continuous Monitoring**
- Patient specific plans of care
- Patient Safety
- Continuity of Care
The AEC Nurse

Clinical Skills

Essential Skills for the AEC nurse:

- Venepuncture
- Cannulation
- Catheterisation
- Wound Management (Including compression dressings)
- ABPI’s
Operational Process

Scheduling:
- Expected Patients
- On-the-day Referrals

Consisting of:
- Medical
- Surgical
- Nursing
- Virtual ward
- ETOH
- Nursing Day Case
- Telephone Consultations
Referral Process

- Electronic (*Anglia Ice*)
- On-the-day Referrals accepted by Consultant.
- Out-of-hours Referrals accepted by DMR
- No set pathways
Who presents to AEC?

A few examples of conditions...

- Pneumothorax
- Malaria
- DVT
- Pyleonephritis
- Pneumonia
- PE
- Jaundice
- HIV
- Surgical abdominal pain
- Cellulitis
- COPD
- Renal Colic
- Pleural Effusion
The future...

- Nurse Consultant/ANP
- Nurse Led Clinics
Virtual Ward

- Community matrons key part of nursing team
- Close working relationship with District Nursing
- Privileged as an ICO to truly offer an integrated ambulatory care service
- In reach to the hospital on ED, CDU and inpatient wards
- A virtual ward for patients who can be cared for in the community with senior medical input and coordination form ambulatory care
Goals

- Provide a safe alternative for the provision of care to the appropriate patients
- Facilitate the early discharge of patients, particularly from assessment units
- Bridge the gap between acute and community
30 yo male with mental health issues
- Patient previously refused venepuncture on A&E presentation
- Bilateral leg swelling, obese
- Required MRI
- Seen in AEC by all disciplines
- Less stressful environment, planned family involvement

61 yo lady, total knee replacement, advanced osteoarthritis
- Osteomyelitis
- IVAB’s daily for 6 weeks
- Patient preference to receive care outside of ward environment
- Led to better patient and she says better mood, improved overall psychological well-being
Patient Experience

The administrators on the front desk were courteous and helpful, the nursing staff were caring and always sure to inform people of what was going on, and the doctors were thorough, caring and generally excellent.

The care I received. Keep the good work up!

I like the continuity of care. Having the same nurse attend patient from start to finish

All staff were friendly, caring and considerate, professional and patient focussed.

Good communication, nice facilities, friendly staff, nice atmosphere

I felt comfortable here

Exceptional customer service & standard of care. I manage an NHS hospital dept and I would be very happy if a patient experienced the same standards in our dept. Well done the team here for setting such a shining example!!

Keep the good work up!

Thank you

I was thoroughly impressed by the high levels of attention by all staff to patient care and well-being. The visit was as pleasant as a hospital appointment can be

The service itself is brand new and high tech but this did not detract from the fact that I was treated with dignity, respect and warmth throughout, reflecting the very best of modern healthcare...services that are technically adept can be impersonal and detached, tending to neglect the human touch; not so ambulatory care, which combined both efficiency and compassionate care despite the fact that all staff were clearly very busy and in demanding roles.

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Questions