Ambulatory Emergency Care

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Let’s build a new unit

• What model are we going to use?

• 4P’s

• Any other models we can describe?

• How many patients will it see per day?

• What percentage of people will it send home?
What do you want it to do?

- What are the values that it will be based on?

- What will the tin say it does?

- What will its mission statement/strapline/staff moto be?
Location, staffing and times

- Where is it?
- What staff will we have?
- When is it open?
Stakeholder analysis

• Who is in?

• How often will we meet?

• Who do you want to open it?
FIRO (Fundamental Interpersonal Relations Orientation) Dr W Schutz

- 3 dimensions of human behaviour felt to be necessary and sufficient to explain most human interaction
- Better understand human behaviour
- Building trust, teams and successful partnerships
- Compassion for ourselves and others
FIRO

- Self-concept drives feelings
- Feelings drive behaviour
- Behaviour drives results

- Knowing and managing our self esteem
- Appreciating and respecting others
- Learning to flex or adapt our style to honour ourselves and accommodate others
**FIRO-B**

<table>
<thead>
<tr>
<th>All people want to feel:</th>
<th>Significant</th>
<th>Competent</th>
<th>Likeable</th>
</tr>
</thead>
<tbody>
<tr>
<td>All people have some fear of being:</td>
<td>Ignored</td>
<td>Humiliated</td>
<td>Rejected</td>
</tr>
<tr>
<td>All people have behaviour preferences about:</td>
<td>Inclusion</td>
<td>Control</td>
<td>Openness</td>
</tr>
</tbody>
</table>
What are the staff rules/IPS’s?

• How will we measure them?

• How will we report them?
How will we know it is working?

• What will success look like?

• What do you want to measure?

• Who do you want to see the report?

• How will we deal with ‘even better if’?
The horizon

• What will the future be?
  • 1yr
  • 5yrs
  • 10yrs
Thank you