Ambulatory Emergency Care
Delivering Same-Day Care
Acute Medical Unit- University Hospital Southampton
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1. The Problem
Ambulatory Emergency Care (AEC) is a system that provides care to patients who need some specialist support but may not require a hospital stay. These patients are not new; they are already within the emergency care system and would normally be admitted. Instead of admission, AEC provides care on the same day.

If some of the clinical processes in the Acute Assessment Unit were adjusted, senior clinicians could treat more patients, including some selected or referred from the ED, the same day without admitting them to a bed. A one-week trial of AEC was conducted.

2. Diagnostics
AMU bed occupancy >93%
38 admissions/day
23 discharged within 24hrs

3. The Aims
Reduce bed occupancy
Reduce 24 hour admissions
Improve flow from ED

4. A Potential Solution?
AEC can have a positive impact on flow and bed occupancy. This effect could might be magnified if a fully resourced service is implemented.

5. Overview of Methods & PDSA’s
Plan, plan, plan. Get (& measure) the right data.

6. Identifying Waste- E.g. The Pt’s Radiology Journey

7. The Metrics
AEC Activity- e.g. LOS, nos seen, diagnosis, outcome etc
Admissions <24hours
Bed occupancy
ED performance + time from referral to bed
Staff & Patient feedback

8. The Results
Success?

77 Pts
71 DC’d
LOS- 2hrs 6mins

9. Conclusions
AEC can have a positive impact on flow and bed occupancy.
This effect could might be magnified if a fully resourced service is implemented.
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