Proactive Presence of a Senior Therapist in the ED

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BGS Frailty & Urgent Care Meeting 2019

Background – Chelsea and Westminster Hospital

- Achieving A&E target
- Increasing admissions
- Aging and frail population
- Reducing bed capacity
- No frailty service

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Intervention – Proactive presence of Senior Therapist in ED Majors

- 6 week pilot, no additional resource.
- Senior therapist present 0800 to 1600 in ED Majors area
- Proactively identified patients who attended with frailty presentation i.e. falls, reduced mobility, confusion
- Participated in ambulance service handover where possible.
- Commenced assessment at earliest opportunity.

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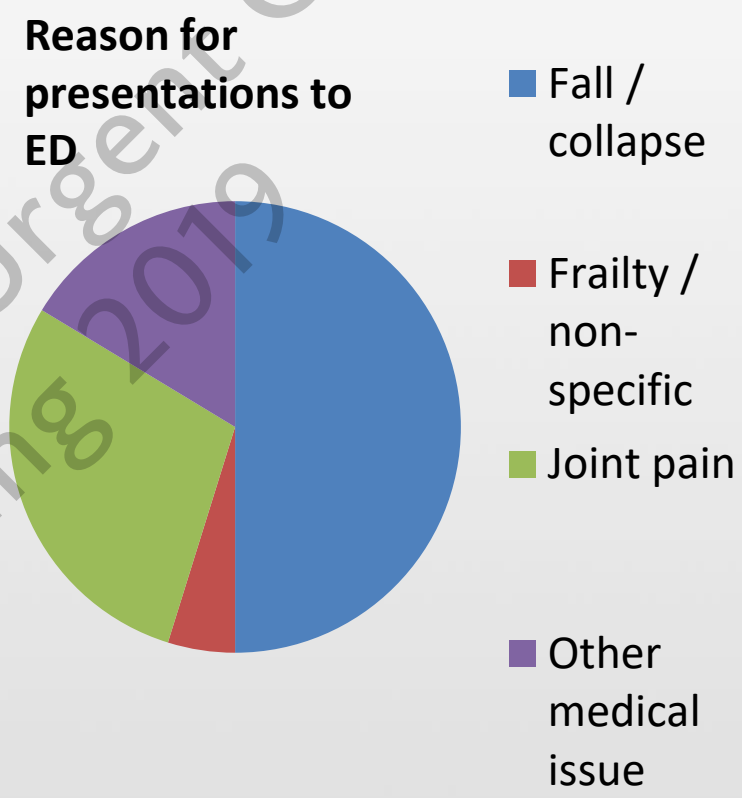
Results - Demographics

- 98 patients identified.
- Average age 81 years old
- Over 50% attended with frailty presentation i.e. falls, reduced mobility or confusion.



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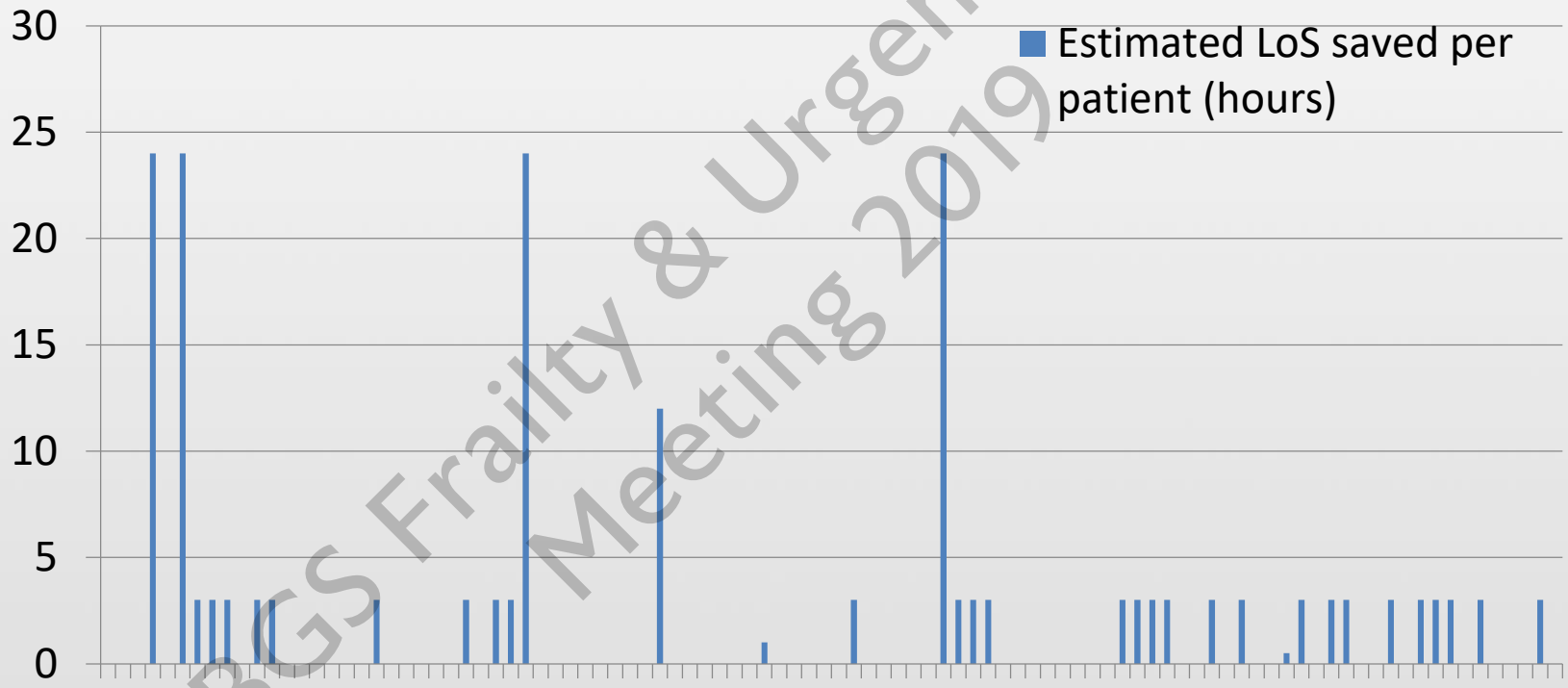
Results – Length of stay saving

Estimated 195 hours LOS saved through early therapy assessment in ED majors



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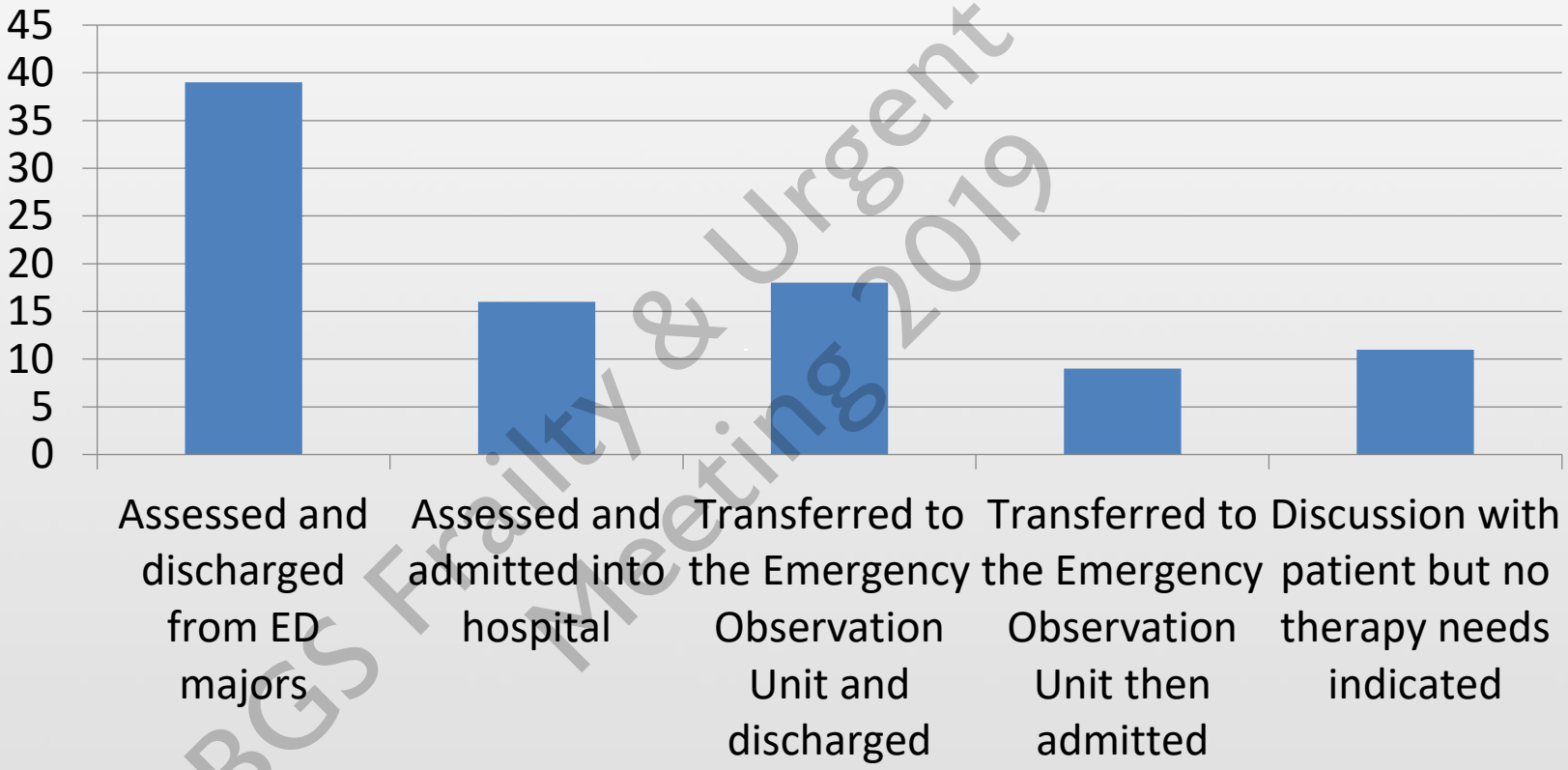
Results - Patient Outcomes



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Results - Themes

Positive outcome for patients

- Prevented more admissions
- Improved patient flow

Opportunities to improve

- Was 8-4 the best time?
- Do the team have the right knowledge, skills and experience?
- Could we participate more in ambulance handovers?

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Best use of resource (time)

Average time of arrival to ED

Average time of therapy assessment

- Average time of arrival to ED 12:01pm
- Average time of therapy assessment 13:41pm.
- Average time from arrival to therapy assessment 2 hours 19 minutes

ACTION

- Trialling late shift covering ED Majors.

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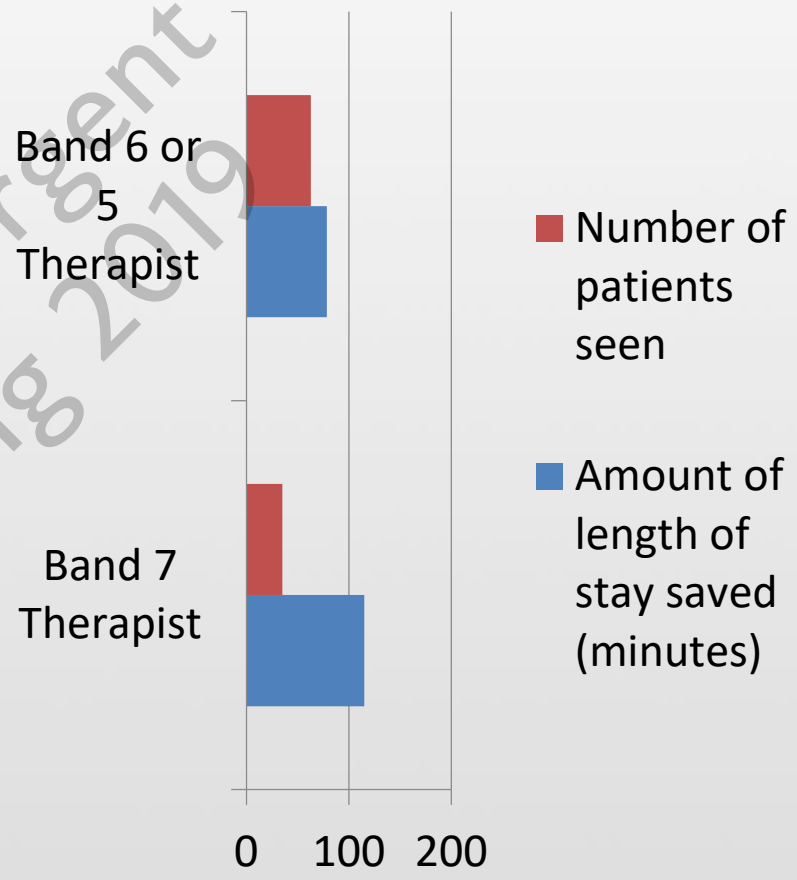
Knowledge, Skills and Experience of Therapist

- More experienced therapist most effective in role.
- Therapists felt they had sufficient knowledge and skills to work within role.
- Therapists wanted more direct support from senior therapist.

ACTION

- Induction into team updated to reflect ED majors role.
- Supervision support has been reviewed.



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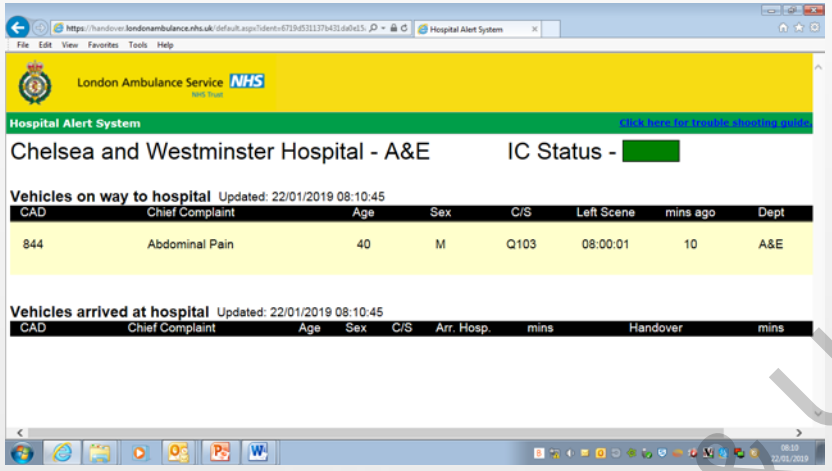
Increase attendance to Ambulance Handovers



- Only 10 ambulance handovers attended.
- Main reasons for not attending due to therapist not aware ambulance had arrived or with patient at time.

ACTION

- Team now have remote access to the ambulance arrival screen.
- Promotional poster has been shared with local ambulance crews.

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Next Steps

- Increase attendance at ambulance handovers
- Access to system one
- Patient / ED staff feedback
- Evaluate late shift cover in ED Majors
- Business planning for 8-8 / 7 days a week

Acknowledgement:

- Thank you to the team!

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