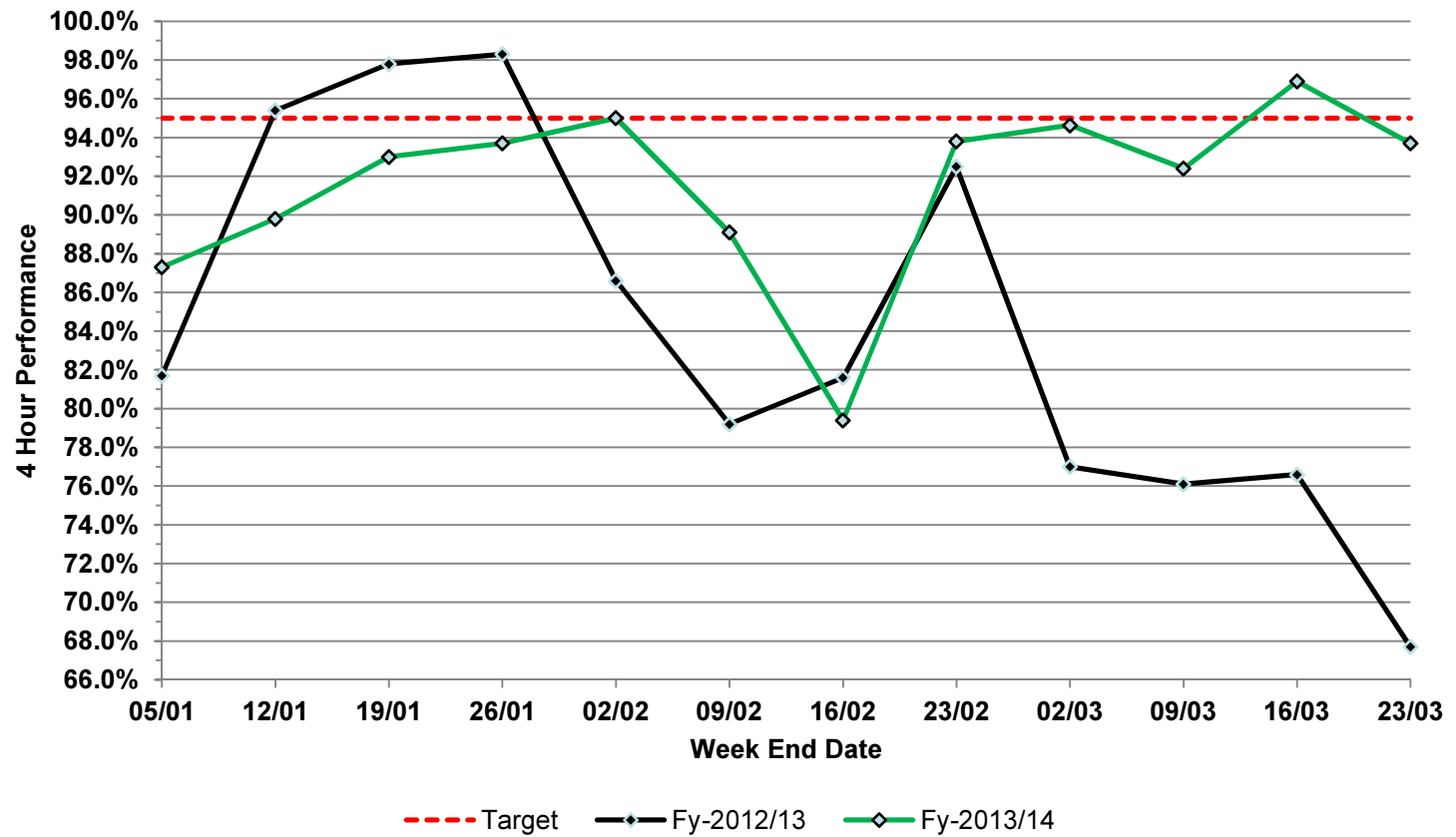
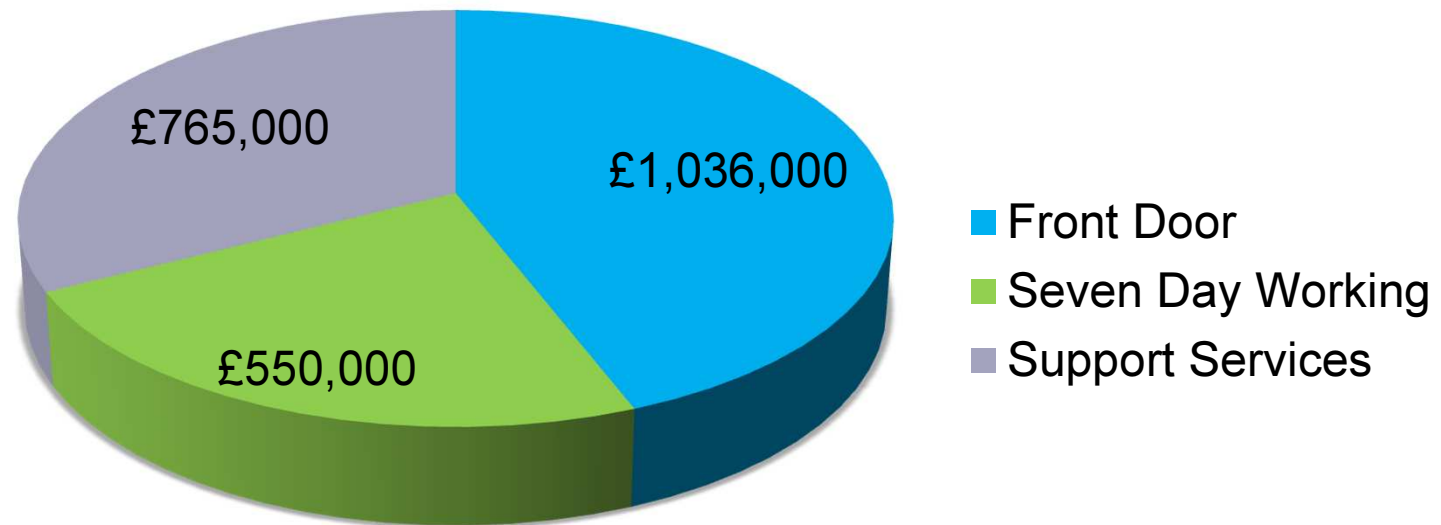




# RUH Four Hour Performance



# RUH | RUH Winter Investment 2013/14: £2.351m



# RUH Investment Overview: Front Door £1.3m

- Emergency Department
- **SWAT**
  - Nurses
  - Porters
  - Flow assistants
- **Medical Ambulatory Care**
- **ACE –OPU**
- Urology Nursing
- Pharmacy
- Acute Oncology
- Acute Diabetes
- Cardiac Technicians

## RUH Investment Overview: Seven Day £0.55M

- Emergency Surgical Ambulatory Care (ESAC)
- Acute Oncology
- Therapies
- Discharge Coordinators
- Ward Clerks

**RUH**

## Investment Overview: Support Services £0.77m

- Radiology
- Transport
- Cardiac
- SALT Stroke
- Clinical Assistants
- Critical Care Outreach

## RUH Senior with a Team (SWAT)

- Rapid patient assessment and rapid treatment, improving waiting time to treatment and supporting patient flow through the Emergency Department

60 minutes



44 minutes

## RUH Medical Ambulatory Care

- Medical Ambulatory Care is a Consultant led service for providing opinion, assessment and treatment. The team is made up of senior clinician, GP Liaison and nurse practitioners. Referrals are received via GP liaison, contacting ambulatory care direct, medical take and the consultant advice line. Service supports patient flow through the Emergency Department

107 patients  
per month



219 patients  
per month



## RUH ACE-OPU

- Rapid clinical assessment, investigation and interventions to support early discharge, reducing the length of time patients have to stay in hospital. Aim for a length of stay  $\leq$  72 hours. Improved MDT working with the community with the daily white board rounds
- Overall reduction in LOS, many hitting 72 day target.

11.2 days



5.2 days

## **RUH** Emergency Surgical Ambulatory Care (ESAC)

- ESAC is a consultant led service providing opinion and assessment within 24/48 hours. Referrals are received from the GP direct, surgical take and the consultant advice line
- ESAC provides a location for the assessment of less sick patients who are likely to be able to return home the same day to await admission focusing on admission avoidance, the service supports patient flow through the Emergency Department

0 Patients  
per month



132 Patients  
per month

Healthcare you can Trust

## RUH Radiology

- Increased porter support– more timely movement of patients during periods of peak demand supporting the front door.
- Improved turnaround of radiology reporting, supporting patient flow.
- Increase capacity for MRI and CT due to the appointment of Radiographer coordinator effective scheduling/management of capacity.
- Increased % of In-Patient CT/MRI requests scanned the same day

44%



63.3%

Healthcare you can Trust

# RUH Overall Programme Assessment

**April 2013**

**Front Door:**

Increasing senior assessment at the front door and creating more short stay pathways

**Flow:**

Improving patient flow through the hospital

**Backdoor:**

Earlier planning for discharge and reduce delays

**March 2014**

**Front Door:**

Increasing senior assessment at the front door and creating more short stay pathways

**Flow:**

Improving patient flow through the hospital

**Backdoor:**

Earlier planning for discharge and reduce delays

ED 4 Hour Performance  
Median Time to Treatment (minutes)  
Median Trolley Wait (minutes)  
ED Admission Rate  
Medical Ambulatory Care  
Surgical Ambulatory Care

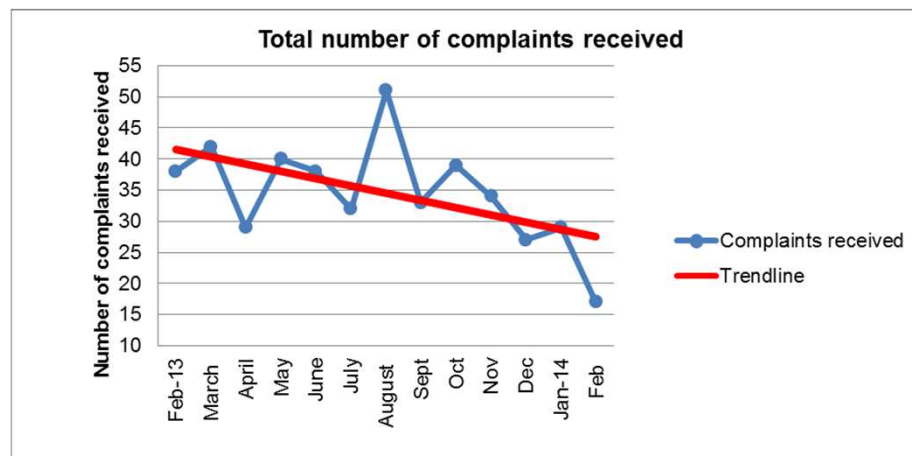
% Adult Bed Occupancy  
Average Medical Outliers

% Non Elective Adult Discharges Before 1pm (ex. A&E)  
% Re-admissions Within 30 Days

Healthcare you can Trust

# RUH Patient Experience

- Friends and Family Test March 2014 +73
- Thank you letters “*Exceptional*”, “*First Class*”, “*Compassionate*”, “*Caring*”
- Good CQC report December 2013
- Reduction in complaints received



## RUH Evaluation Outcomes

- Funding – Early confirmation
- Recruitment – Lead in time
- Integrated clinical pathway projects –  
Time to plan
- Capacity – ECIST