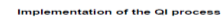


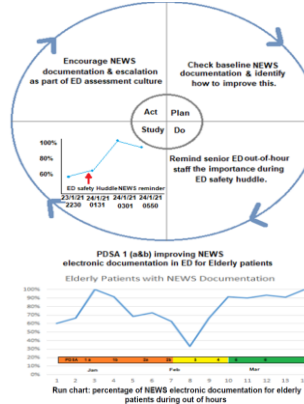
¹Norfolk & Norwich University Hospital, ²Quality improvement clinic[illegible]

SCAN ME

<https://youtu.be/pF12T>



Phase	Plan	Do	Study	Act
1a (1/2/21)	Check baseline electronic NEWS recording on elderly patients in ED.	Remind the necessity of NEWS recording as safety Huddle.	The NEWS documentation improved dramatically.	To check if this result is replicated with same staff and same staff
1b (1/2/21)	I will only observe the intervention after the first intervention.	No reminder during, as last night.	The documentation improved dramatically with staff without being asked.	Senior decision makers and secondary member NEWS recording
2a (28/2/21)	Utilise the NICE audit criteria in conjunction with the 'Frailty' audit.	Utilise if during a frailty audit for clinical decision.	Provided me with an opportunity to use the framework for clinical decision.	Assist staff members with clinical decision scenarios by providing advice.
2b (29/2/21)	Provide the same tools as the 'Frailty' audit. Other colleagues are managing frail elderly patients.	As senior decision maker, I used the out-of-hours utilise these tools for decision making.	Used at point of care with clinical AND colleagues.	Design point of care based on these tools for improving Elderly patient assessment.
3a (6/2/21)	Assess how much escalation plans for patients with High NEWS.	Looking at electronic NEWS and prioritised patients for clinical decision.	Not feasible as most escalators are verbal.	Abandon. This is not an electronic NEWS documentation or escalate measure.
4a (9/2/21)	Provide the tools in a sustainable reference form for point of care.	Laminated poster of the frailty score & algorithm in clinical areas.	Colleagues felt the need for context to recall and explained.	A method needs to be developed for the implementation of the engagement that is not reliant on an individual.
4b (23/2/21)	A 2-minute video clip explaining the utility & usage of the tools was created.	Utilise this video to train staff on how to assess & reduce the elderly patients.	Deliver standardised objective training, reduce the elderly patients, colleagues.	Plan on making standardised objective training, reduce the elderly patients, colleagues.
4c (23/2/21)	Design poster with QR code linking to the video and resources on frailty & elderly care.	Poster display in clinical areas & pocket device for clinical decision makers.	QR code for elderly assessment were found to be easy and useful.	Teaching and advice opportunities to raise awareness. Film clips will be used for it to be used.
4d (25/2/21)	Integrate the clinical decision score into the ED electronic data system.	Present at the clinical meeting engage stakeholders for decision.	Gainst stakeholders & ward staff support for the 1st April.	The Clinical frailty score will be integrated into ED electronic for 1st April.
6a (ongoing) (27/2/21)	Design in-situ training scenario for practical education on frailty.	A 20-minute frailty assessment scenario has been designed for staff.	The trial run of this scenario was feasible & useful.	The simulation & scenario has been approved this scenario for the ED regular.
7a (ongoing) (April/21)	Integrate into 'Frailty April' ED Education team.	Resources to facilitate the clinical decision staff will be live on the ED electronic system.	Raised awareness of the frailty score and changes need to be implemented.	Sustained efforts will be made to ensure all staff members involved in the ED are aware of the frailty score.



Aim

Reducing out of hours Waiting times for Elderly patients in our ED

Primary Drivers

Clinical Readiness to Proceed from ED

Efficient Discharge, Referral & Admission procedure

Secondary Drivers

Timely Triage

Nurse & clinician Assessment

Clinical risk Assessment

Escalation plan

Bed/ clinic availability

Management Interventions

Transport

Interventions

ED electronic Integration

Governance & SOP

Awareness Campaign Champions

Education Simulation

Sustain Expand

NEWS 2 actions

Rockwood Clinical Frailty scale

NICE guidance

Project focus

Driver Diagram: QI project "Out of hours Emergency Elderly Care"

Contact: rahmad.mohamed@addhospitals.nhs.uk

Exploring Change Ideas

NEW Score Escalation
Falls Assessment
Ambulatory Pathways
Get Up Go Test
What Matters to Patients
Posters & Awareness