

A large, stylized graphic on the left side of the slide. It features a blue circle with a white arrow pointing clockwise, and a white arrow pointing counter-clockwise, creating a circular flow effect.

Ambulatory Emergency Care

# Displaying and sharing Flow Diagrams

Mike Holmes  
AEC Network Measurement Team



# Working on your flow diagrams

- **Some background to why we ask you to do this exercise**
- **A look at one of your Flow Diagrams**
- **Some time for you to reflect as a team**



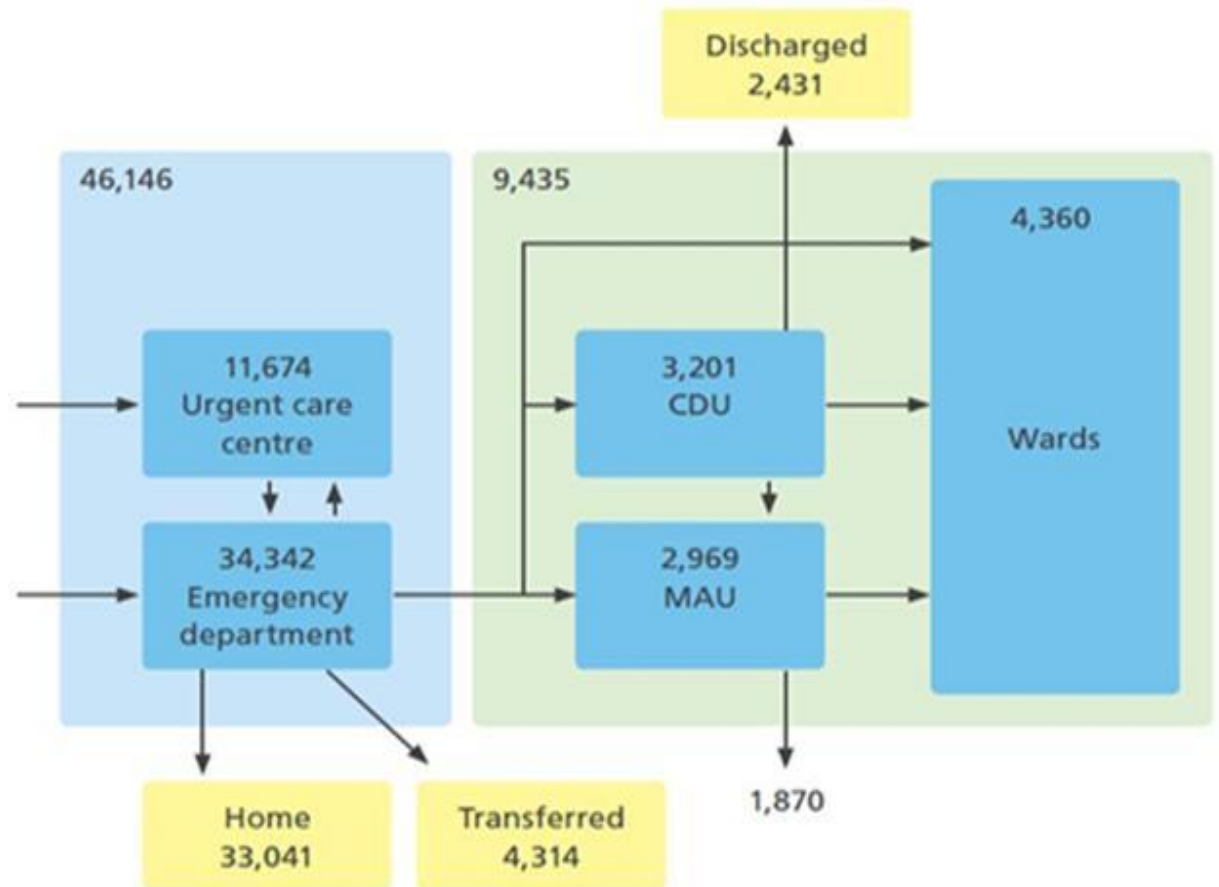
# Flow diagrams

- **Part of your baseline (and therefore part of the assessment of impact for SAEC) is the “pre-SAEC” emergency patient flow.**
- **Or “pre-changes” if you already have an SAEC**
- **As you develop and make decisions on your approach to delivering AEC, you can use the flow diagram to predict the potential impact that AEC services should have on emergency patient flow in your system**



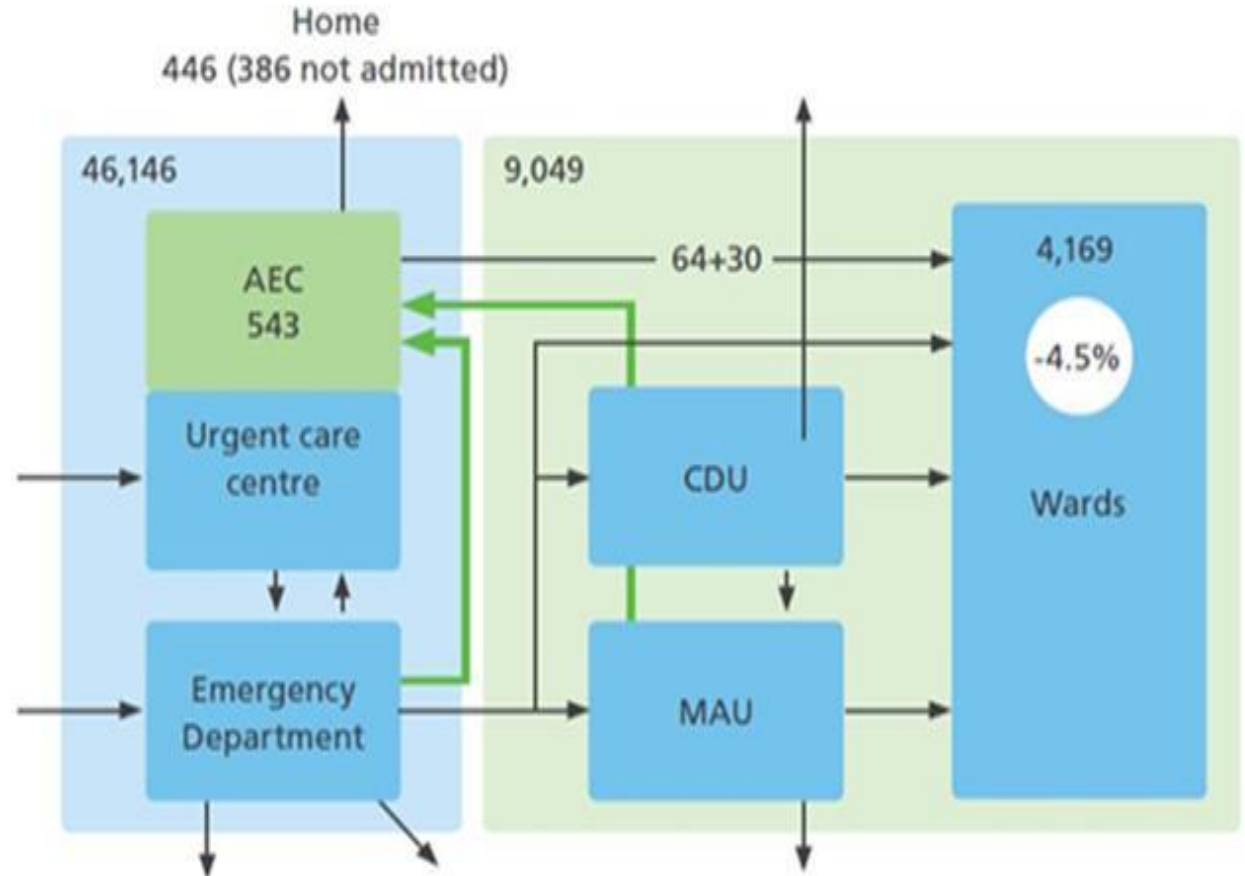
# Example flow diagram

**An example  
from the  
Whittington  
Hospital *before*  
their AEC Unit**



# Example flow diagram

**An example  
from the  
Whittington  
Hospital *after*  
their AEC Unit**





# Flow diagrams

- **It is important to understand your emergency flow, so you should include activity numbers that relate to each part of the process/flow – not just SAEC**
- **When developing your measurement plan, you need to ensure that it enables you to monitor whether your SAEC service is generating new demand or converting demand to SAEC activity – or both!**

Ambulatory Emergency Care

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Samsam Ahmed and Owen Melbourne  
Barts Health NHS Trust

# TO START

- Unsure of initial expectations from the workshop
- Came back and spoke with a number of our colleagues on Site (Clinical lead, ADON, GM, Director, Divisional Manager)
- Quickly identified RLH as the place to start – as we have a current SAU (now known as ESAC)
- Started with reviewing and collecting the data of the patients ESAC brings through
- Spoke to a number of colleagues – found a number of people working on projects and ideas from that can align to ESAC, such as management of biliary colic
- Spoke to our medical ambulatory emergency care unit – helped with a few ideas
- Looked at the space – have made some adjustments
- Had our measurement meeting early
- Pulled together our aim, driver diagram and process diagrams for the 3 sites
- Set up Steering group
- Collected some patient and staff feedback regarding the current SAU/ESAC



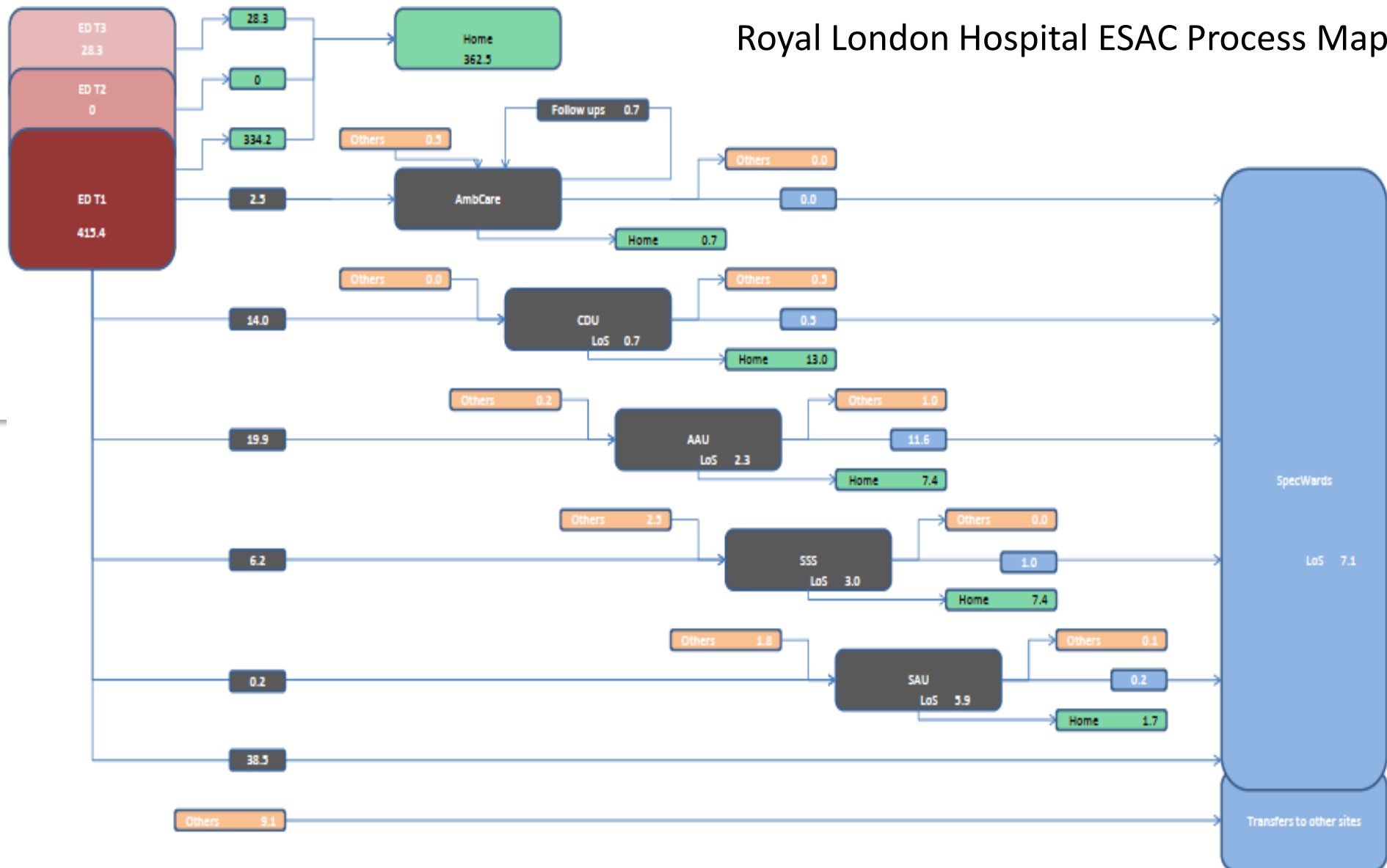


# TO CONTINUE

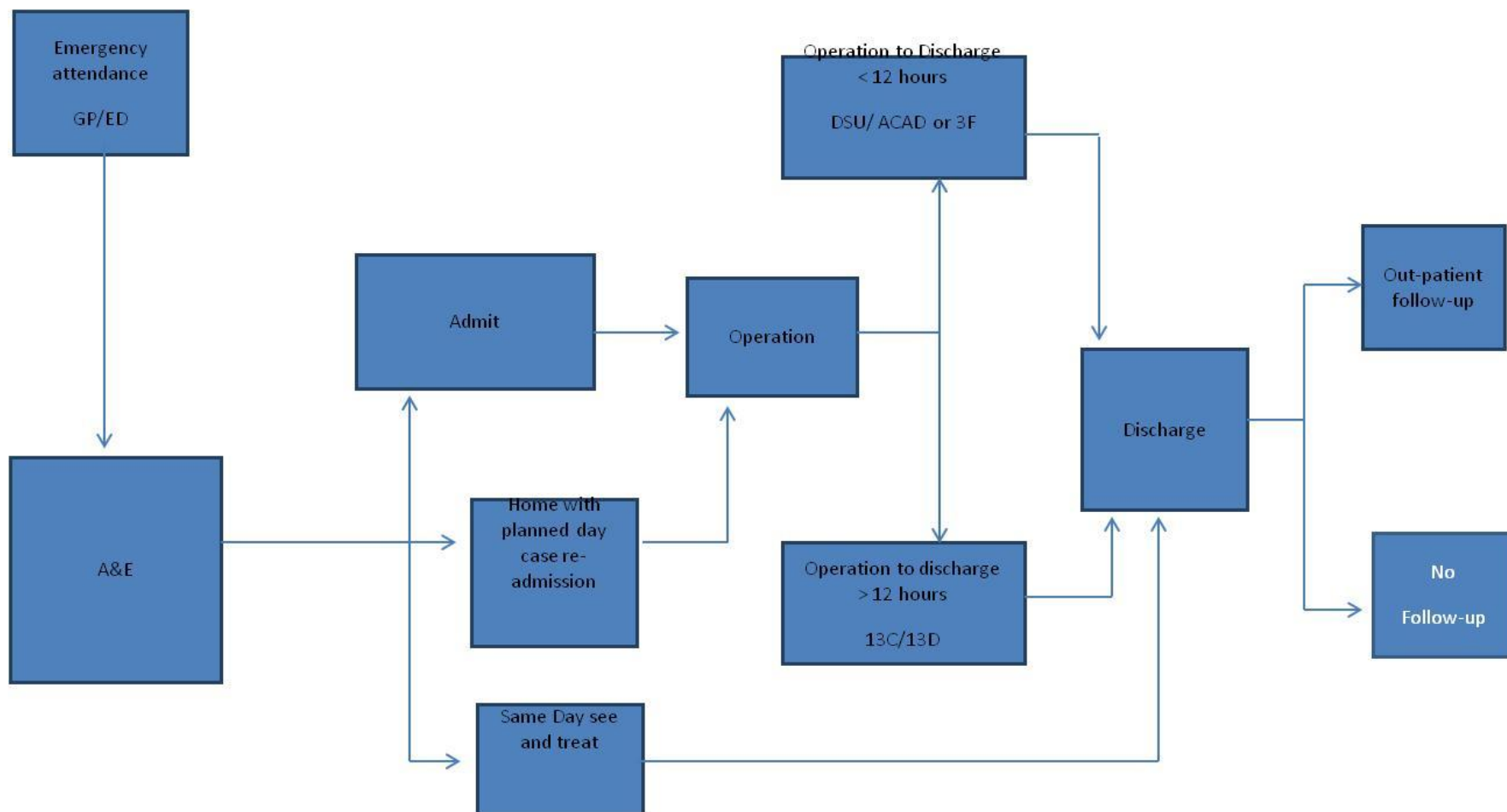
- Need to set up our Site Visit – Just Confirmed 4<sup>th</sup> August
- CRS delays in setting up the unit and hot clinic
- Curtains and rails for the ESAC area
- In-depth look at the data and the ‘potential’ to pull through ESAC
- A number of ambulatory plans in place – need to review and ensure we don’t overlap
- More discussions needed for ring fenced diagnostics
- Reassess the pathways developed for ESAC
- Develop a more robust referral process to ESAC
- Establish nursing education for ESAC
- Communicate to the wider teams the function and ability of ESAC.
- Build on Communication with ED
- Start looking at how we can roll out to the 3 sites



# Royal London Hospital ESAC Process Map

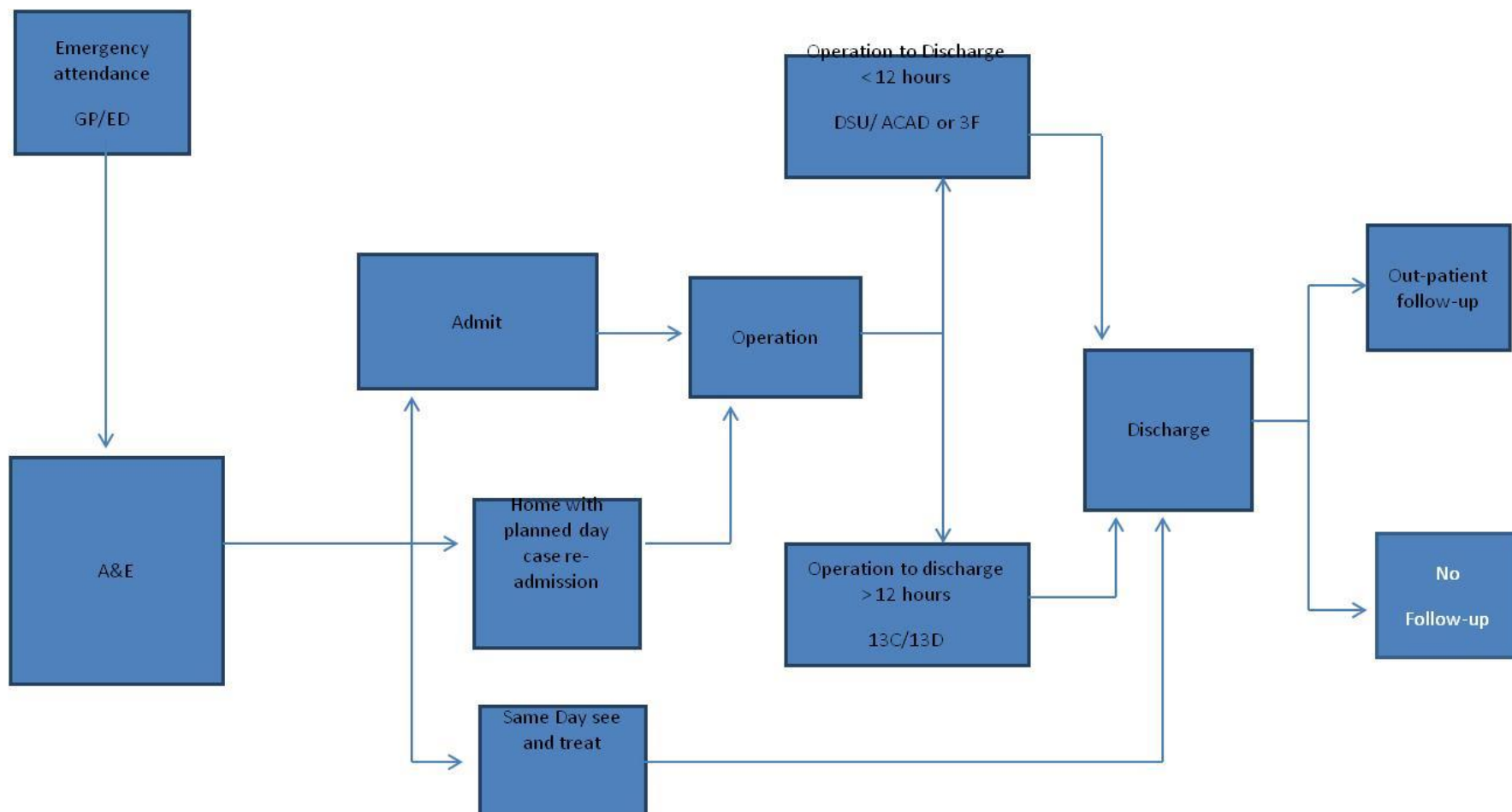


# Whipps Cross Hospital





# Newham General Hospital





## Time to reflect as a team

- **Are you sure that those numbers are more or less right?**
- **Are you able to 'catch' all the patients**
- **What might you change on your emergency flow?**
- **How can you simplify emergency flow?**
- **How might you demonstrate impact on the flow?**
- **How will you demonstrate the impact of SAEC?**
- **What about Out of Hours?**



Ambulatory Emergency  
Care Network

Ambulatory Emergency Care

Your next piece of homework

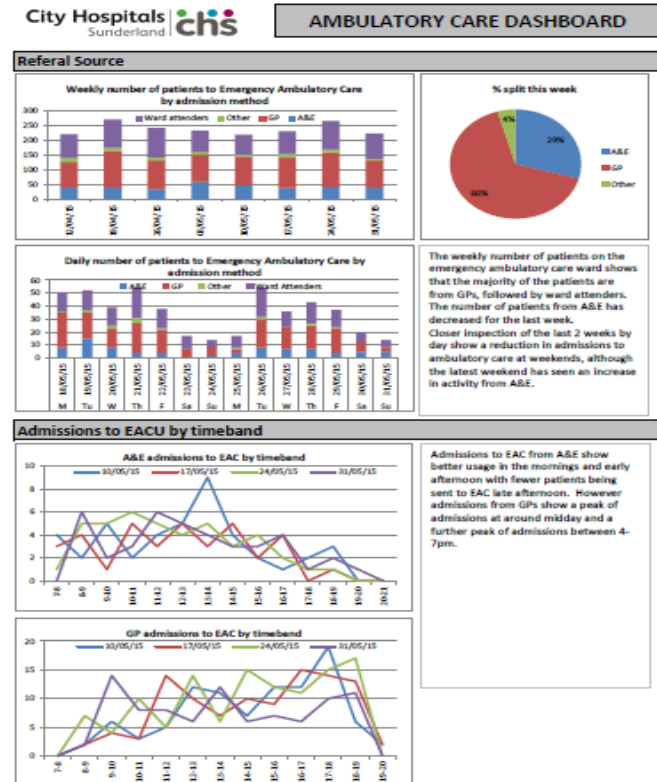


## Third national event - Tue 17 Oct 2017

- **‘Not the Dragons Den’ is your chance to pitch your AEC service to a tame set of Dragons**
- **This gives you a good opportunity to focus on the financial elements of the service - cost and income and savings**
- **Also patient experience data**
- **And other data which shows your impact – but you can’t use Powerpoint!**
- **More details will be sent out nearer the time**

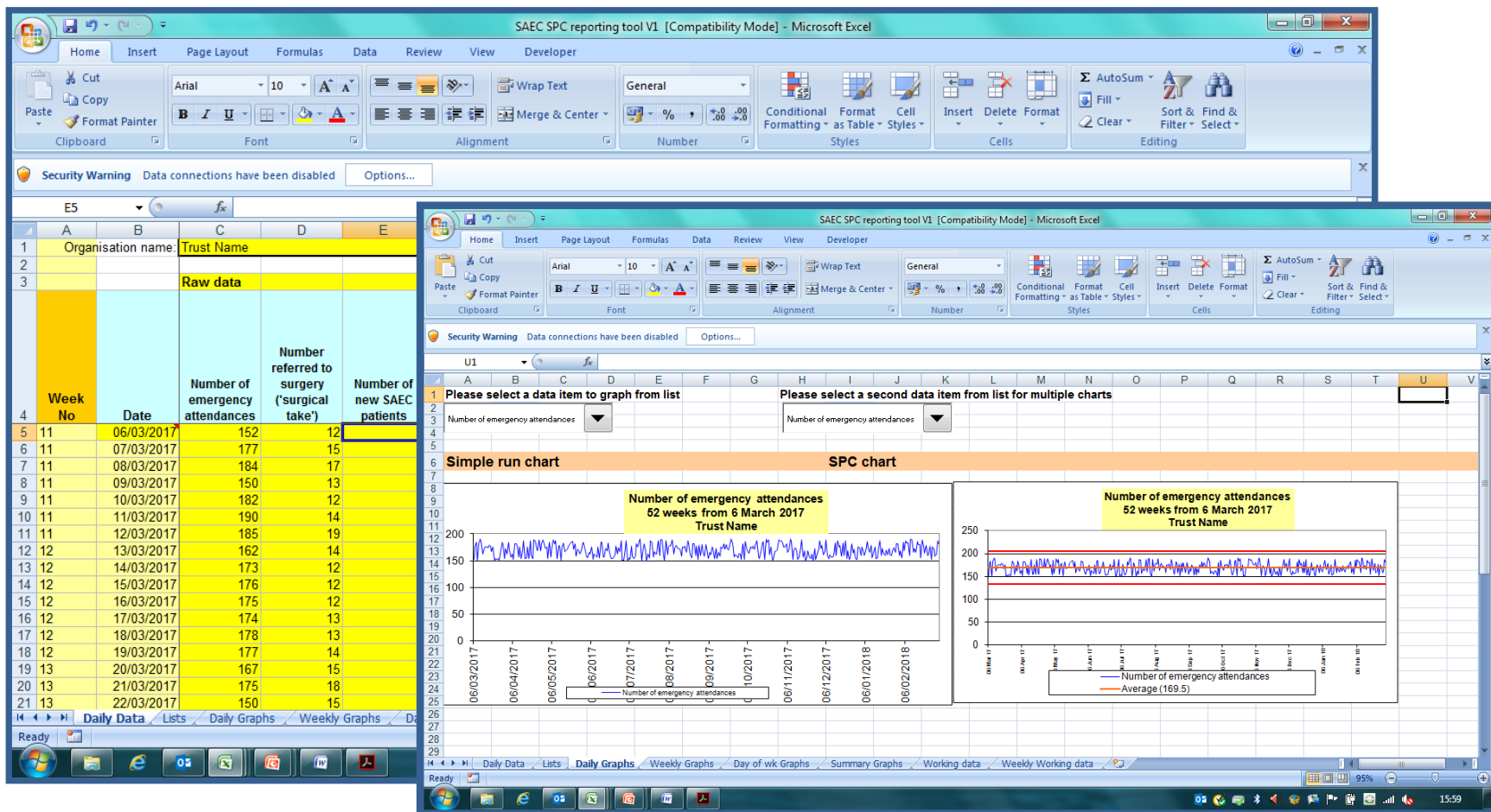
# Prize for the best dashboard

- It must have a blend of process/operational measures
- It should also have some impact/outcome measures
- These should be based on your driver diagram
- It should also show your potential to expand the AEC service





# You could use the SAEC Data Template





# Finally.....

- **A big thank you for preparing for the two sessions today**
- **Make sure you fix up a date for a Measurement Visit with your us before you go home**