

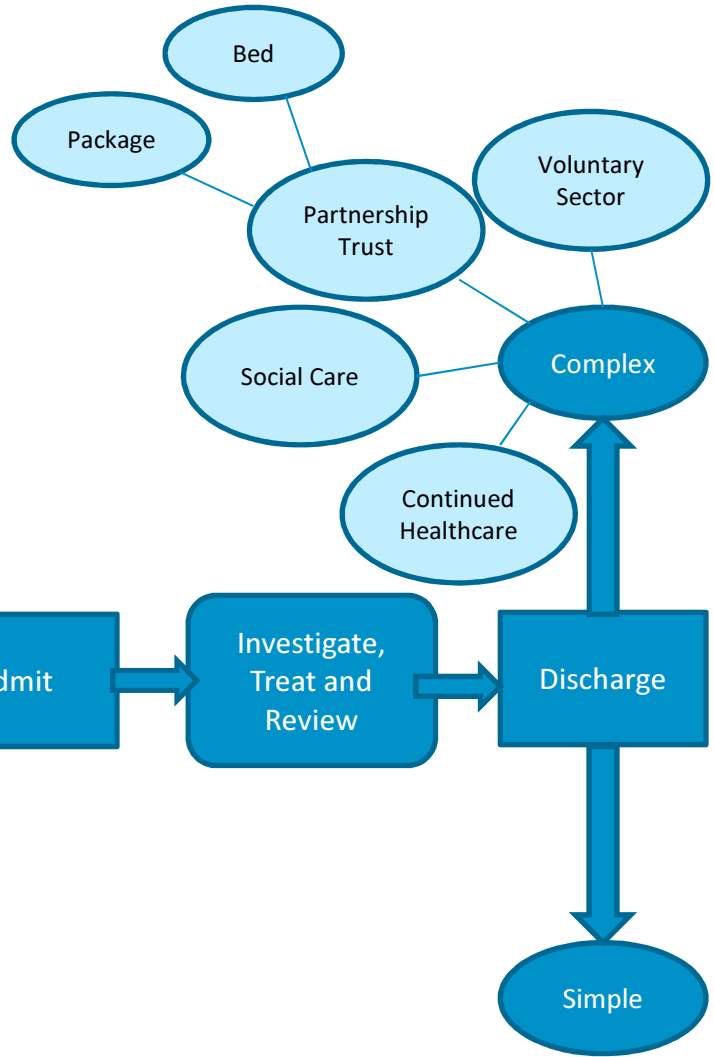
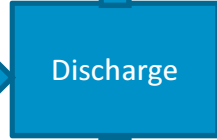
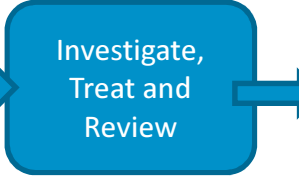
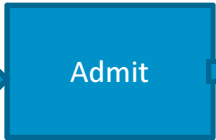
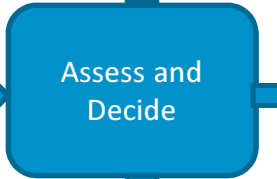
Winter Planning Improving and Sustaining Performance

David Eltringham, Chief Operating Officer

11th February 2015

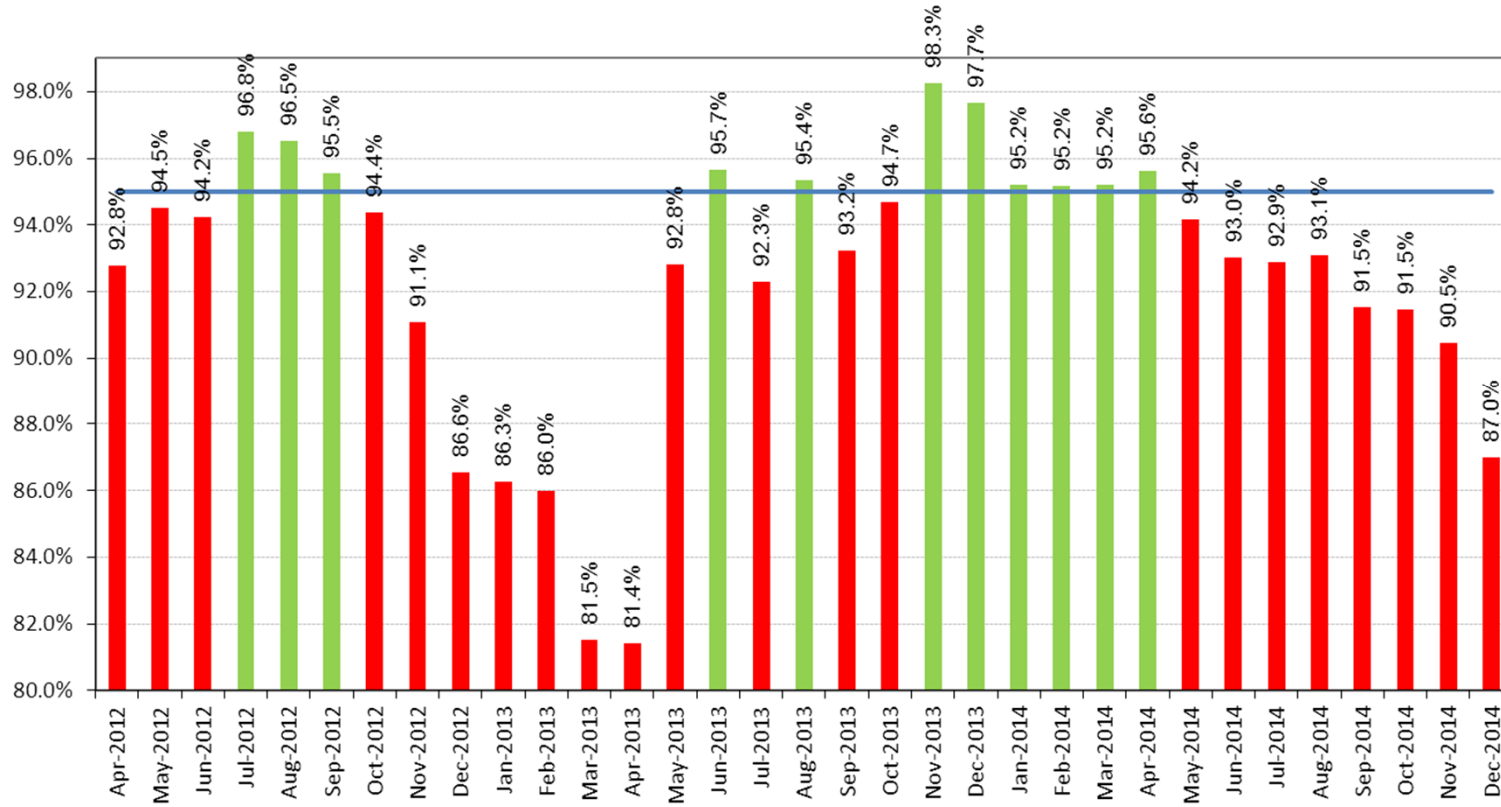
Outline

- The Winter challenge for UHCW
- Our approach to dealing with this
 - Improvement to Emergency Care Pathways
 - Winter specific plans
- Performance and Risks
- Questions

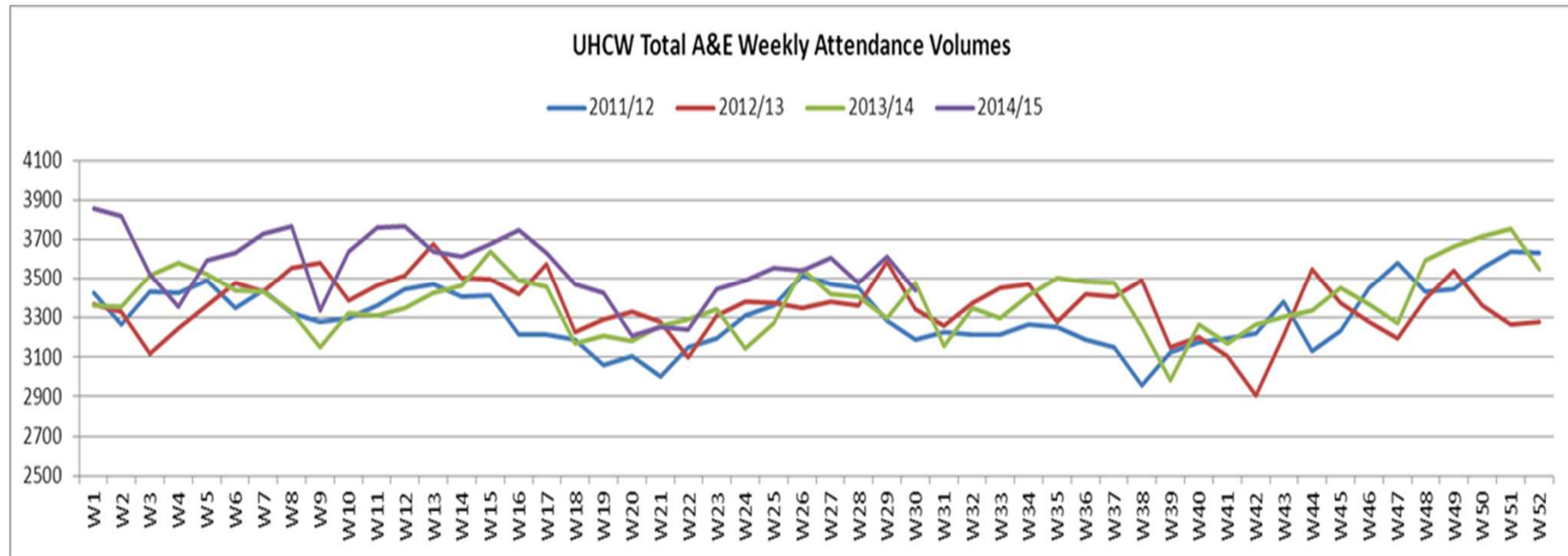


The Winter Challenge

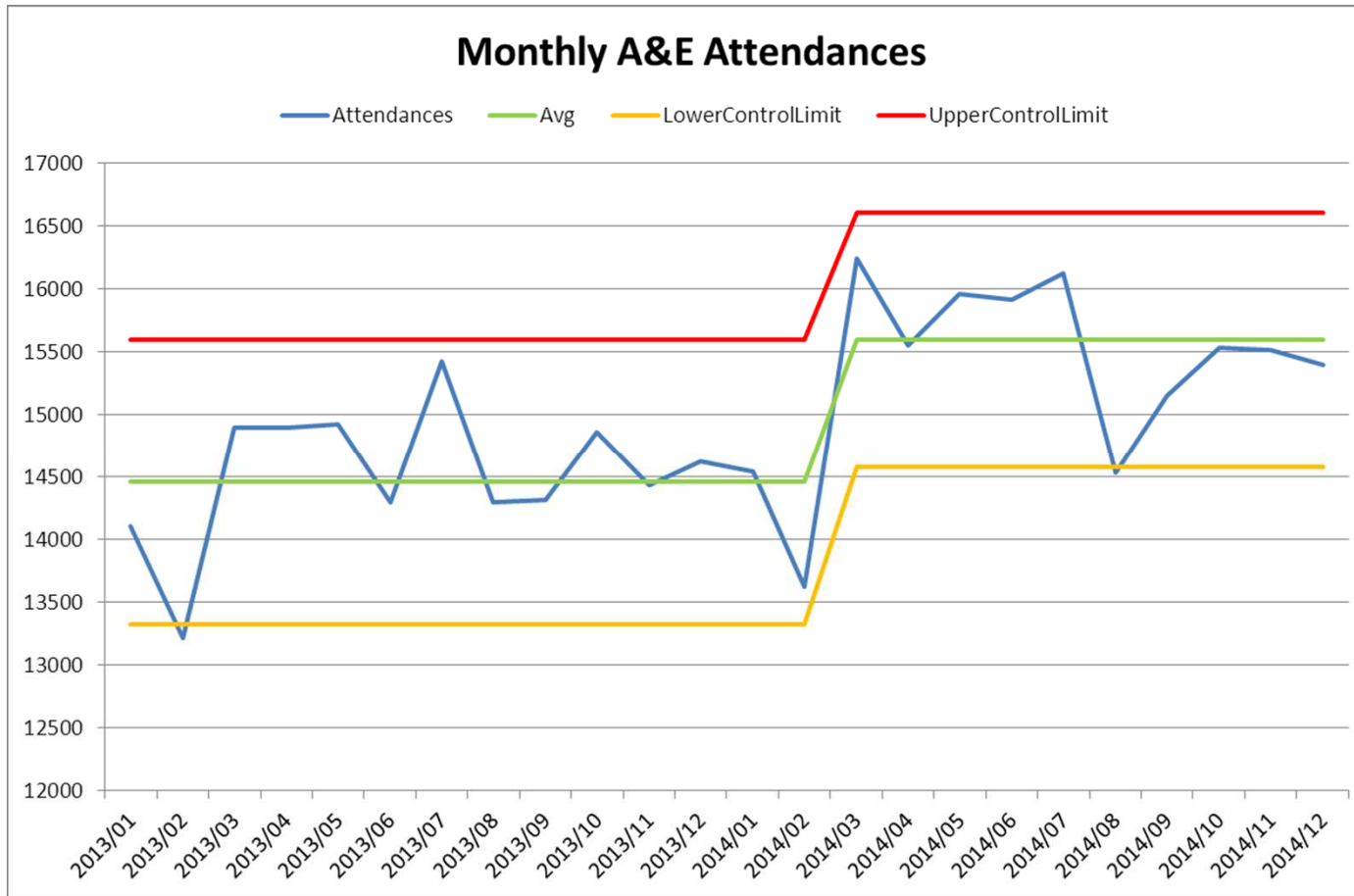
Total UHCW A&E 4hr Performance Achievement by Month



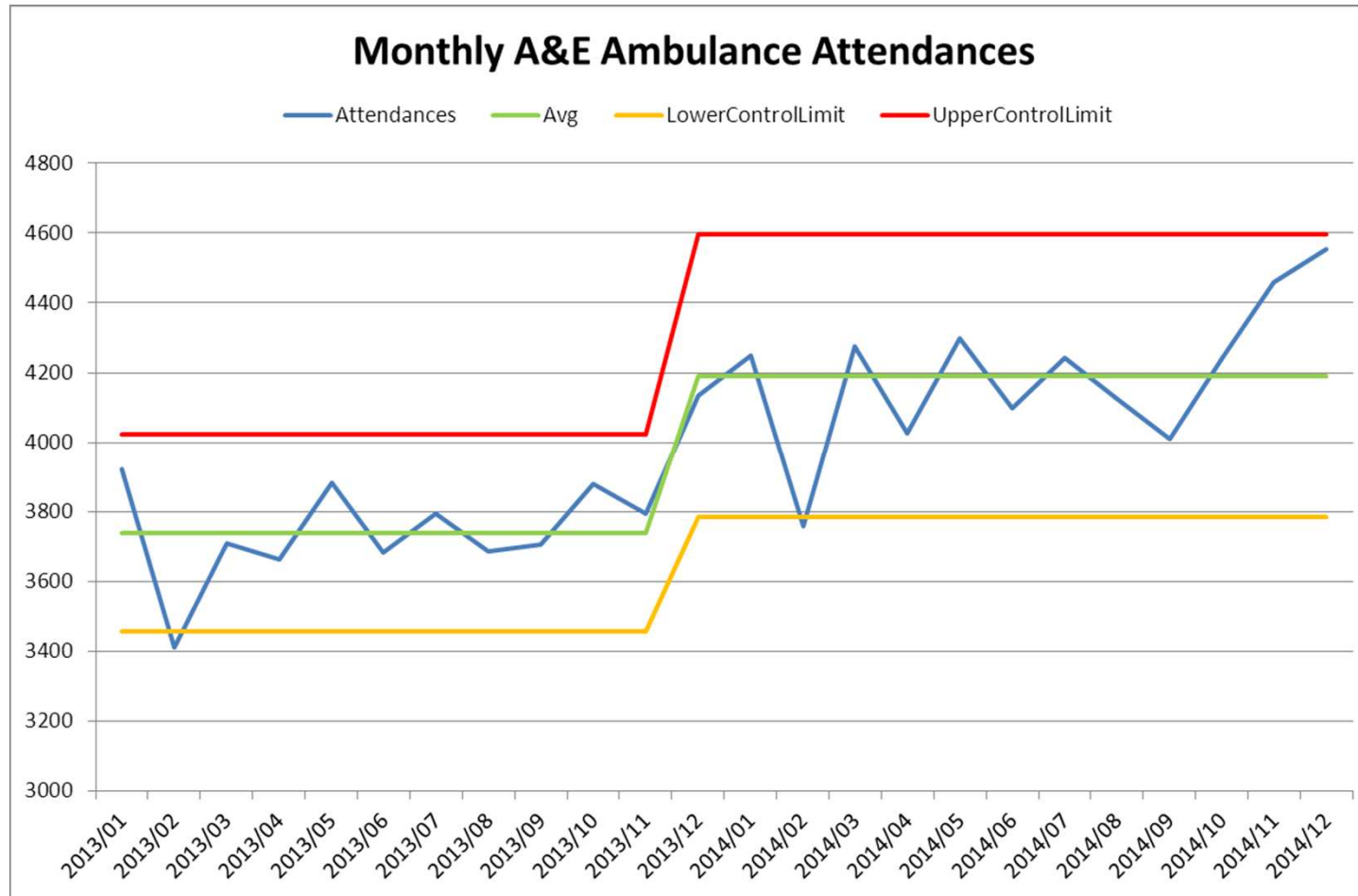
The winter challenge...continued



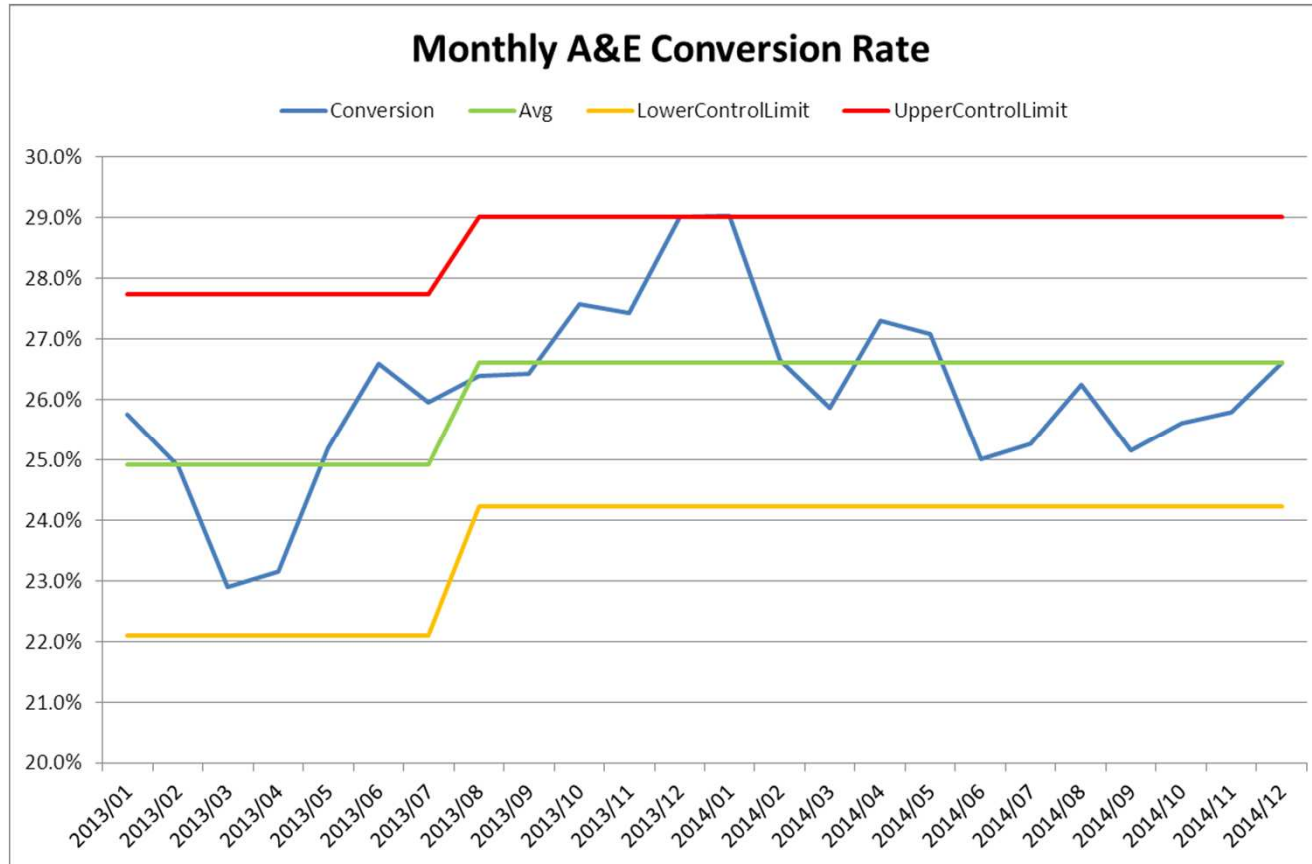
Attendances



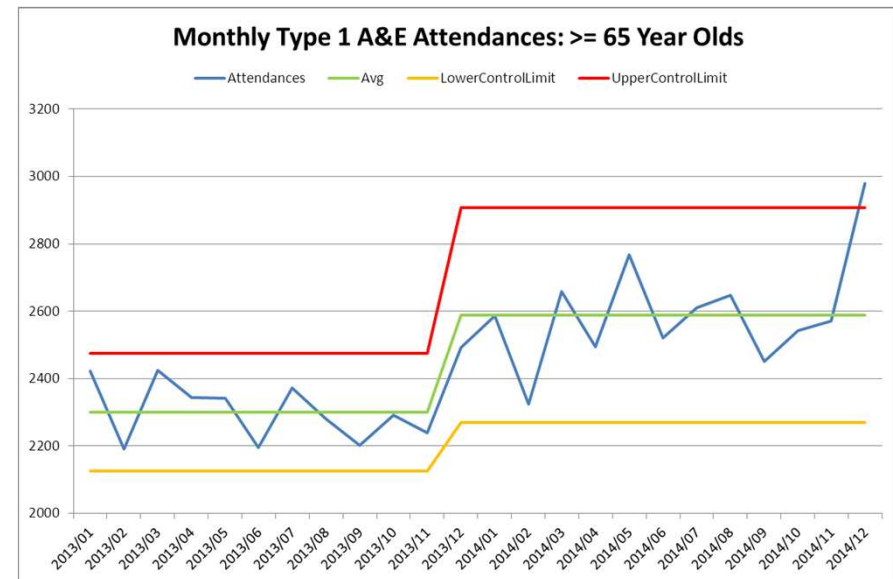
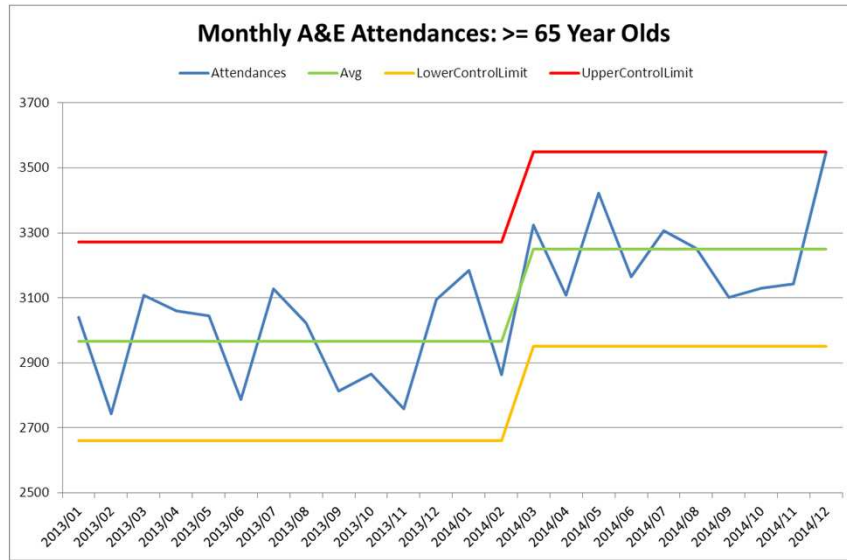
Ambulances



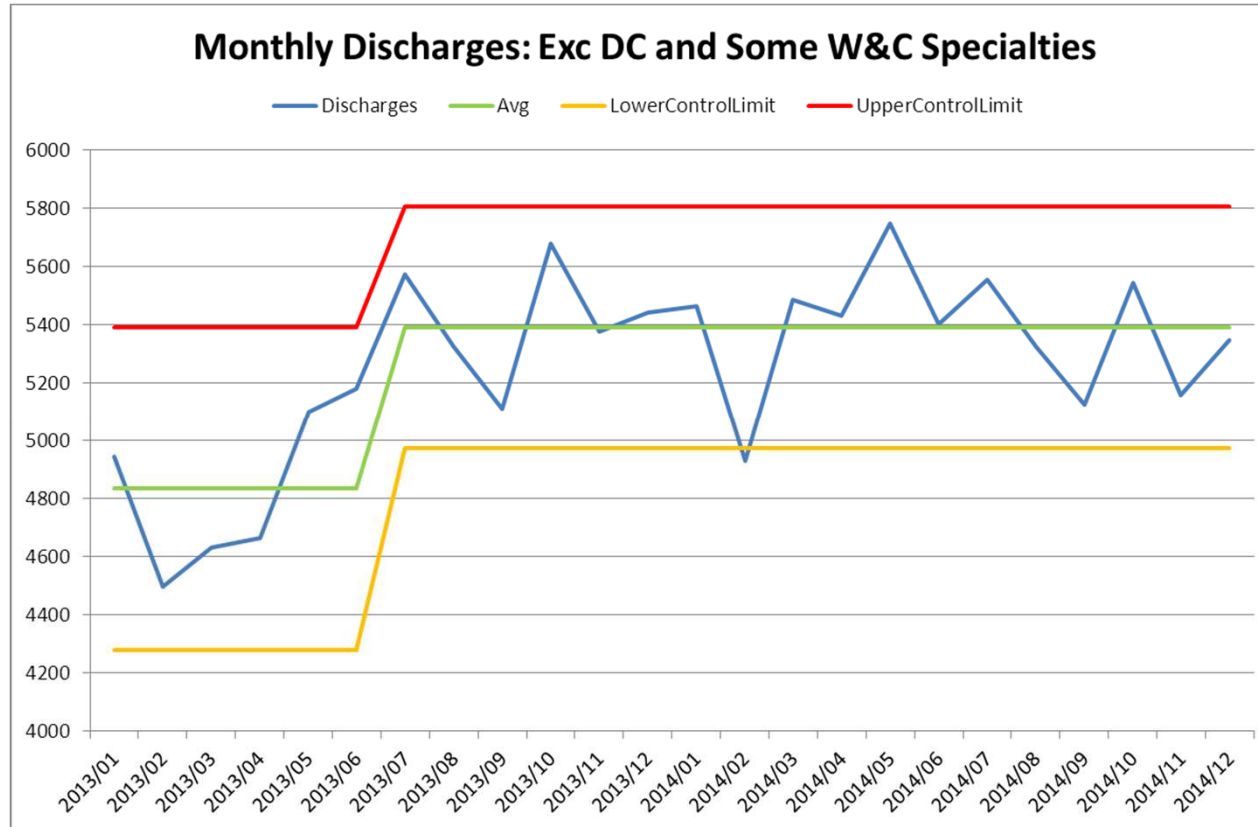
Admissions



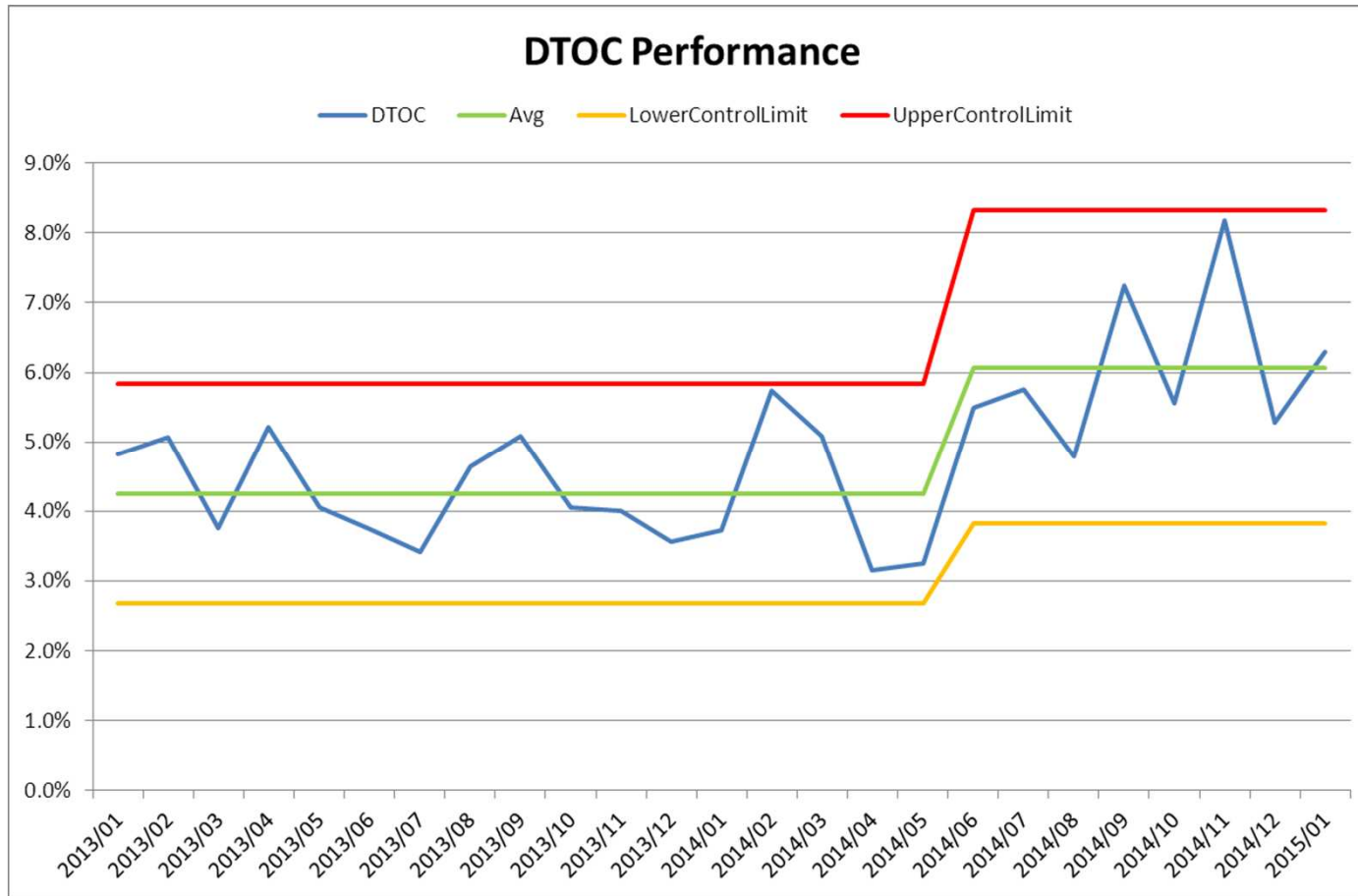
>65 Years – Attendances & Admissions



Discharges



Delayed Transfer of Care



Comparison Data

Measure	Jan 13 – Dec 13	Jan 14 – Dec 14	Total Variance	%	Weekly Variance
A&E Attendances	174300	184106	9806	5.63%	188
Type 1 A&E Attendances	125260	138131	12871	10.28%	247
Admissions from A&E	45213	48384	3171	7.01%	61
Ambulance Conveyances	45269	50342	5073	11.21%	97
Discharges	61526	64525	2999	4.8%	58
Aggregate DTOC (1 mth in arrears)	4.3%	5.3%	1.0%	N/A	N/A
Avg Medical Outliers	108	130	11	20.3%	N/A

RTT Performance

	Admitted Clock Stops (Target 90%)	Non-Admitted Clock Stops (Target 95%)	Open Pathways (Target 92%)
100 : General Surgery	72.67%	94.18%	83.52%
101 : Urology	84.28%	96.36%	86.18%
110 : Trauma & Orthopaedics	73.89%	89.25%	85.12%
120 : Ent	57.58%	93.11%	86.00%
130 : Ophthalmology	72.06%	93.54%	89.45%
140 : Oral Surgery	84.11%	96.11%	92.58%
150 : Neurosurgery	91.36%	92.93%	86.98%
160 : Plastic Surgery	78.95%	91.43%	76.59%
170 : Cardiothoracic Surgery	100.00%	100.00%	87.56%
300 : General Medicine	100.00%	99.69%	94.72%
301 : Gastroenterology	96.53%	89.24%	89.32%
320 : Cardiology	71.83%	98.16%	92.28%
330 : Dermatology	91.78%	96.52%	95.00%
340 : Respiratory Medicine	100.00%	100.00%	98.12%
400 : Neurology	100.00%	98.56%	97.51%
410 : Rheumatology	100.00%	98.50%	97.94%
430 : Geriatric Medicine	0.00%	100.00%	97.40%
502 : Gynaecology	91.22%	98.00%	93.34%
X01 : Other	97.98%	99.37%	96.36%
Total	81.91%	95.67%	89.34%

Our Analysis

- An increase in attendances to ED in March 2014, sustained to this point in time but no longer rising.
- An associated rise in admissions, with the percentage conversion rate broadly holding stable
- An increase in ambulance conveyances and an increase (in recent weeks) of >65 year old attendances/admissions which would imply an increase in frailty dependency, complexity and acuity.
- A steady decline in discharges over time (both simple and complex) although year on year comparisons indicate higher levels of discharge this year than last.
- A significant rise in Delayed Transfers of Care.
- A significant rise in patients outlying their base ward.

Rest of the Country

Rank – Top of bottom – 33%

No 12 hour trolley waits

No major incident declaration

Action – Admission Avoidance

- ❖ Reduction of 20% of Type 1 attendance to admission rate (over time)
- Ambulatory Emergency Care
- Hot Clinics
- Making these things user friendly in ED
- Complying with GECR Safety Standards
- Consultant sign off to admissions
- Creation of AMU/FEAU
- Snapshot admission audit

Action – Discharge Management

- ❖ Increase the number of people being discharged by 10% and simultaneously reduce DTOC <3.5%
- Single Database (single version of the truth)
- Discharge Hub
- ‘Know how we are doing’
- Focus on all delays, not just DTOC
- Discharge decision making audit

Action – The Outside World

- Creation of System Resilience Group (SRG)
- Focus on delay to discharge reduction
- Reduced DTOC
- Admission avoidance
 - INT
 - Falls
 - Medicare
- Improved discharge flow
- Additional capacity
- Diagnostic piece
- Escalation through NHSE/TDA

Current Performance

As at 27.01.2015

Week to Date – 84.02%

Month to Date – 83.89%

Quarter to Date – 83.89%

Year to Date – 91.47%

Patients fit for Discharge awaiting a package of

care – 128

DTOC - 103

Any Questions...

