

Theme | ECTP

Produced by | Deb Archer

Case Study Date | 26/11/2024

## REASON WHY?

Patients who present to the Emergency Department (ED) are typically seen within arrival time order. This does not account for clinical need and acuity for time critical patients. In order to improve this process, the ED team looked to ensure that all patients have been triaged within the 15 minute target.

## PLAN

The Emergency Care Transformation Programme (ECTP) aims to improve services across the Emergency Care Department. The current standard in England is that no patient attending an emergency department should wait more than 15 minutes for their initial assessment. Following analysis of data the team identified the need to improve the percentage of patients having an initial assessment within 15 minutes. Attendances to the department increase during mid to late afternoon and into the evening.

The teams engaged with colleagues to understand current opportunities for improvement and built upon knowledge gained during previous test of change weeks.

The plan was to ensure that each shift would have an additional twilight nurse who was triage competent covering the hours 12:30 to 01:00, to improve the number of patients being seen within 15 minutes. This test was planned to take place 29/09/24-24/11/24.

## DO

A second triage room was created utilising space within the department and staffing templates adjusted to ensure that cover was available to allow two nurses to triage patients.

The rota was adjusted to ensure that there was a twilight nurse available for initial assessment between the hours of 12:30 and 01:00. 46 shifts were covered out of a potential 56 (82%).

A total of 1107 patients were seen during this time period. With 673 being seen within 15 minutes, 273 being seen within 30 minutes and 144 being seen within 60 minutes. Data is unavailable for the remaining 17 patients.

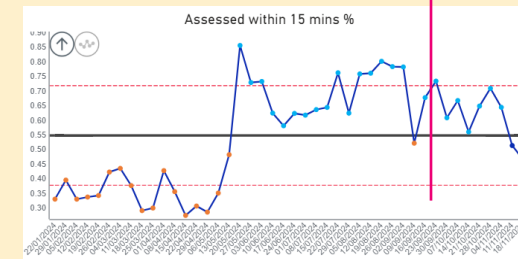
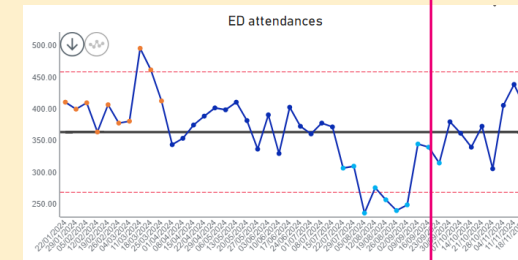


To improve the percentage of patients having an initial assessment within 15 minutes by 31st October 2024.

## STUDY

The additional twilight nurse was trialed from the 29<sup>th</sup> of September to the 24<sup>th</sup> of November. Prior to the test of change, the overall number of patients being seen within 15 minutes was an average of 55%. The period prior to the test of change had significantly lower levels of attendances and resulted in an increase in the number of patients seen in 15 minutes leading up to the test of change. The blue dots on the graph demonstrate a statistically significant improvement in the time taken to assess, including an increase in attendances.

During the twilight hours specifically, 62% of patients were seen within 15 minutes (previously 59%), 87% were seen within 30 minutes (previously 81%), and 100% were seen within 60 minutes (previously 98%). This has positively impacted the overall number of patients having an initial assessment in 15 minutes as even with the increase in activity, there has still been an improvement in the time taken to receive an initial assessment during the twilight hours.



## ACT

During the test of change, the feedback from the team was positive. The process will be ADOPTED and will go through a management of change process to allow the changes to be made permanent.

Additional review of the current process will be undertaken and opportunities for improvement explored.