

Care Without Conveyance: Bringing Emergency Department Decision-Making to Patients



Working in partnership

The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust



Care Colleagues
Collaboration Communities

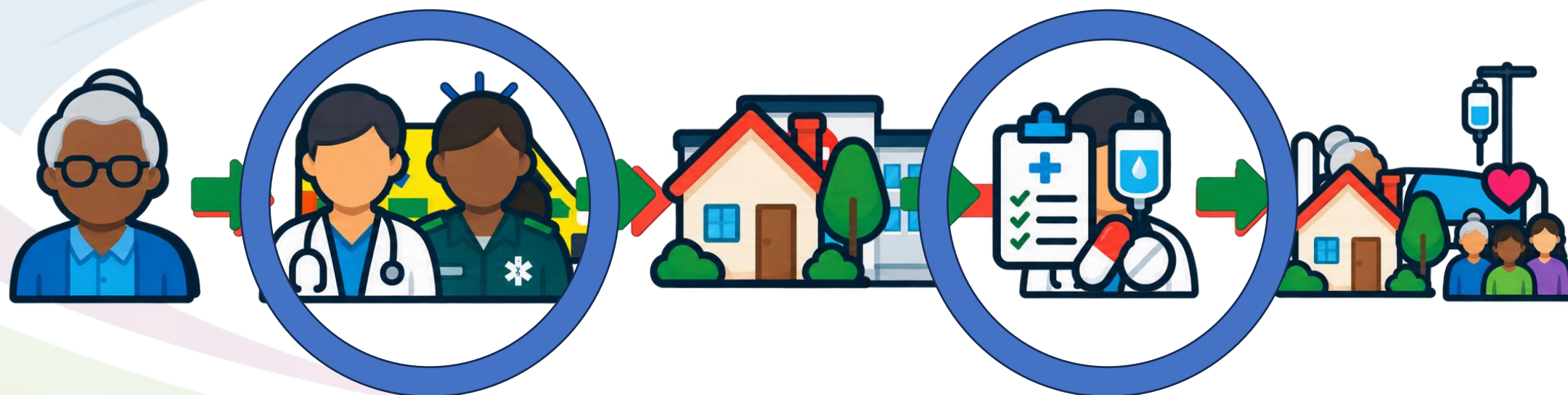
Why Change?



"Help came quickly and efficiently via CEMS, so we were reassured without the trauma of an ambulance visit to hospital."



The Redesign



The Patient Voice



"Couldn't fault the service I got. First class service."



"He listened to me, answered my questions and showed a lot of empathy for my and my Mom's situation."



"Excellent emergency help and removed the need for hospitalisation. Thank you."

The Data



Net Cost Avoidance: **£513,914**



Bed Days Avoided (per shift): **10**



ED Avoidance Rate: **78.91%**

The System

For the patient

Care in a familiar environment

Less disruption and avoidable conveyance

Timely senior and specialist decisions

For other patients

Less crowding and delays

Released inpatient capacity

More timely care for those who need hospital

For clinicians and the system

Shared decision-making at uncertainty

Direct specialty, community and social pathways

Responsibility beyond the hospital front door

The Lessons



Cross Boundaries

Use existing community, ambulance and acute pathways



Share Expertise

Put senior and specialist decisions at the point of uncertainty



Make Location Flexible

Home, community, specialty or ED according to need



 **CEMS**


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Any Questions?

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