

LAS and Your Healthcare: Admission Avoidance Project



Background to the Project

The LAS and Your Healthcare piloted a project linking the YH Rapid Response Nurse Practitioner and LAS Paramedic to work together to respond quickly and visit people in their own home to help prevent them going to A&E AT Kingston Hospital. The main aim was to reduce the pressure on the A&E and avoid hospital admissions over the winter period.

Case for Change:

With increasing pressures on the LAS, A&E and acute hospitals, this was aimed at Elderly and vulnerable people living in the community to assess and treat them at home and avoid the distress of hospital admission.

The Solution:

By working together the Nurse Practitioner and Paramedic were able to treat a person with complex needs at home and arrange medication and emergency equipment. As the Your Healthcare are an integrated health and social care service they were able to access additional community care services without delay to provide additional support at home, preventing an ambulance conveyance and A&E attendance.

Impact:

The project duration was 7 months and in that time the team treated 557 category C patients and 384 remained at home. Historically the percentage of non conveyance with LAS alone is 23.6% with the addition of the nurse practitioner this percentage increased to 68.9%

Going Forward:

The long term impact is that we have improved and enhanced our future working with LAS. As an ongoing improvement the LAS ambulance crews are referring to the Rapid Response if a patient needs on going assessment, treatment and review to prevent taking them to hospital.

The rapid response team are also seeing primary care patients in A&E daily to allow senior A&E clinicians to see more serious cases promptly.

The Rapid response team take referrals from local GPs to assess patients at home within a 2 hour response time, seeing elderly patients with undifferentiated diagnoses and multiple co-morbidities and using clinical decision making, deciding to treat that patient at home or if a hospital admission is required.

For more information see: www.yourhealthcare.org