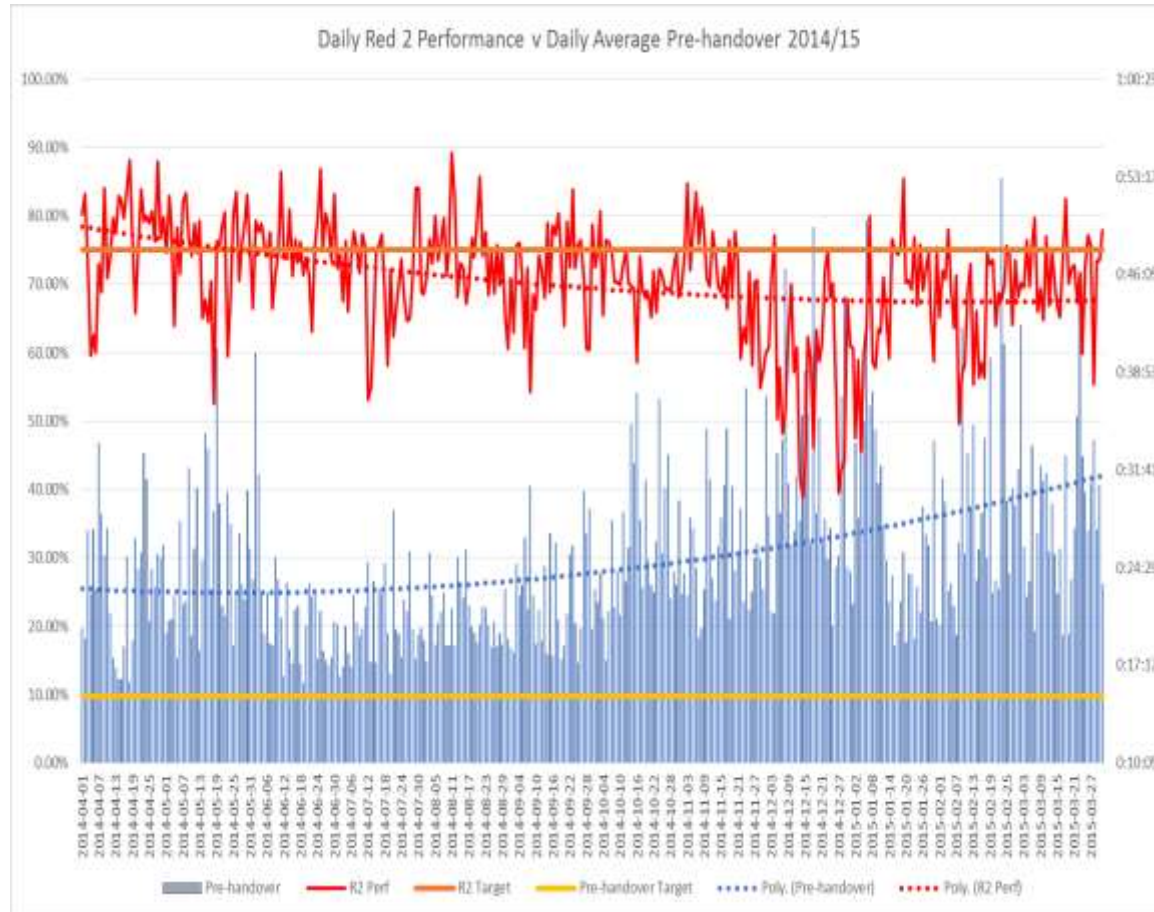


# Ambulance Handovers

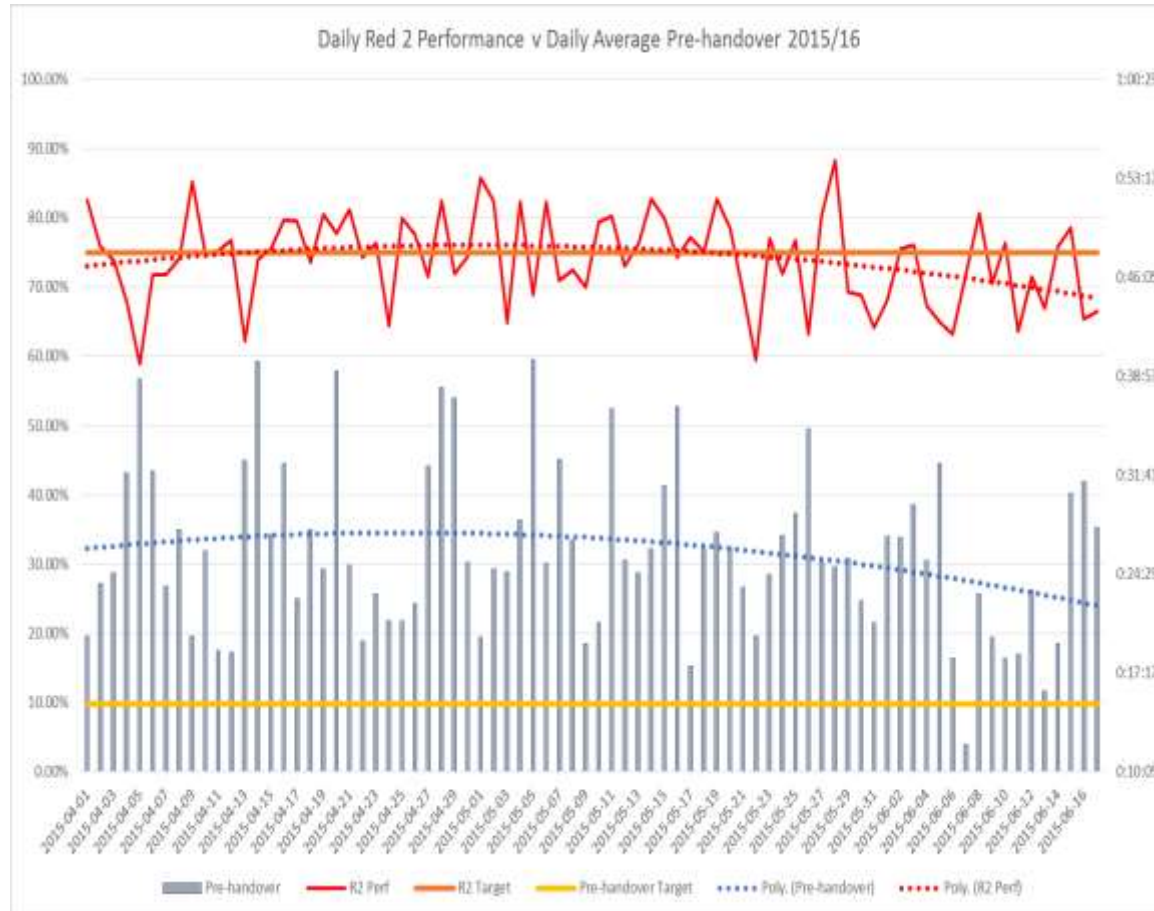
Health and Wellbeing Board

16<sup>th</sup> July 2015

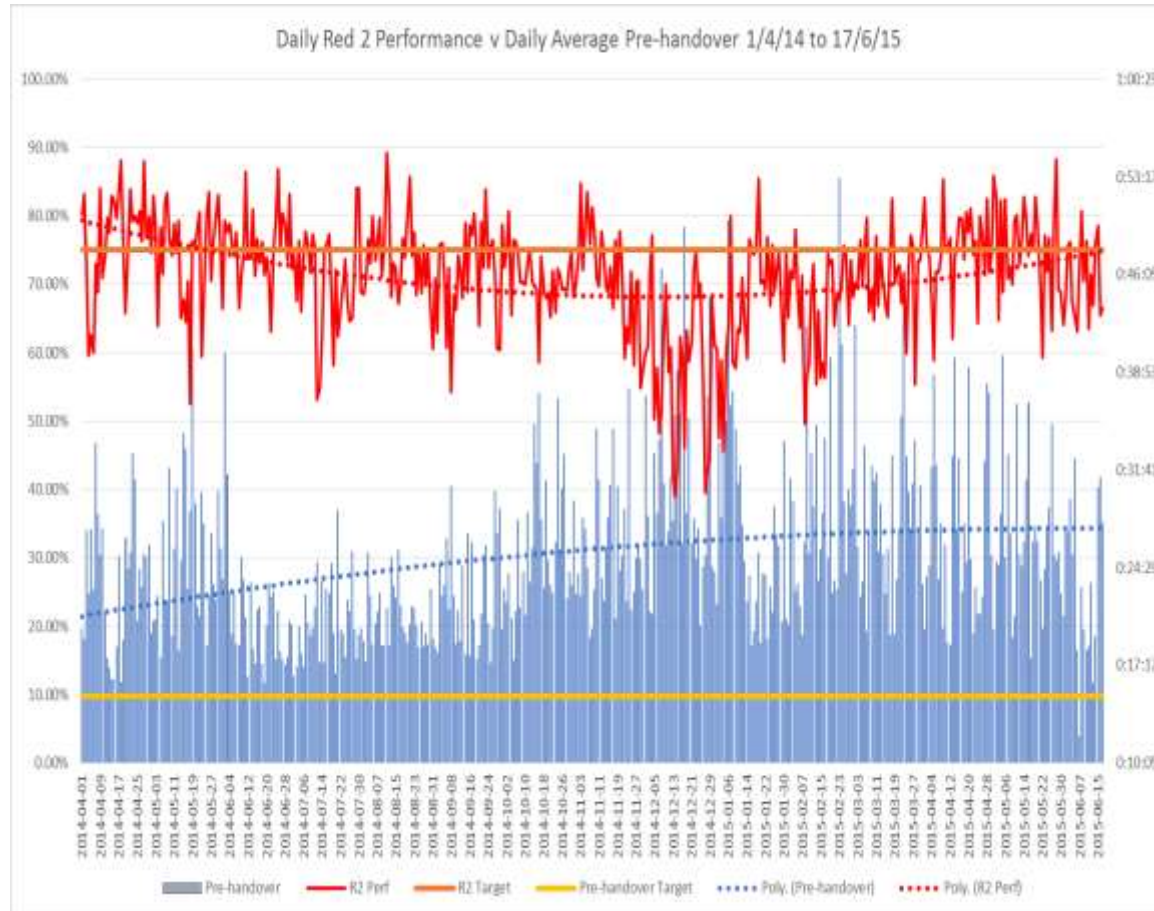
# EMAS (LLR) Red 2 and Pre-handover Performance 2014/15



# EMAS (LLR) Red 2 and Pre-handover Performance 2015/16 (to 17/6/15)



# EMAS (LLR) Red 2 and Pre-handover Performance 1/4/14 to 17/6/15



# EMAS (LLR) Monthly Red, Lost-hours and Pre-handover Performance 2014/15

Month	R1 Performance (Target 75%)	R2 Performance (Target 75%)	R19 Performance (Target 95%)	Pre-handover Average (Target 15 mins)	Lost Hours
April	75.09%	76.38%	95.46%	0:23:36	802:36:39
May	69.26%	74.12%	94.43%	0:25:19	996:21:59
June	73.12%	75.30%	94.92%	0:21:21	612:52:09
July	65.93%	70.06%	92.25%	0:20:33	572:35:18
August	68.42%	73.65%	94.12%	0:20:49	592:05:09
September	70.19%	71.15%	93.07%	0:22:39	743:42:11
October	69.67%	70.83%	92.81%	0:26:07	1095:50:32
November	65.35%	70.51%	92.62%	0:25:56	1064:47:39
December	57.20%	56.96%	85.30%	0:30:50	1514:18:06
January	67.23%	66.70%	90.46%	0:27:26	1153:16:31
February	63.04%	66.45%	91.75%	0:29:13	1205:47:05
March	71.70%	70.79%	93.28%	0:28:41	1322:13:32

# EMAS (LLR) Monthly Red, Lost-hours and Pre-handover Performance

## 2014/15 and 2015/16 (to 17/6/15)

Month	R1 Performance (Target 75%)	R2 Performance (Target 75%)	R19 Performance (Target 95%)	Pre-handover Average (Target 15 mins)	Lost Hours
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March	71.70%	70.79%	93.28%	0:28:41	1322:13:32
April	67.44%	74.55%	94.37%	0:27:25	1153:34:06
May	78.00%	74.87%	94.00%	0:26:36	1099:51:55
June	78.07%	70.86%	93.11%	0:23:31	564:18:07

# Ambulance Handover Turnaround Delays - Why?

- Exit Block
- Increase in ED attendances .
- Increase in Emergency Admissions to UHL
- Multiple patient pathways through assessment bay



One team shared values



# Moving forward together....



- Working closely with EMAS and UHL Ambulance Audit team to discuss and develop ways to capture accurate data **collaboratively**, resulting in the role out of CAD+. New data shows 1hr plus delays dropped from 9.1% in May down to 2.2% in June.
- 15minute handover times has increased from 39% to 53% since CAD has been implemented.
- 30 – 60 minutes delays shows a 6.6% improvement
- Working groups formed to develop a Standard Operating Procedure within Assessment Bay promoting a nurse led, streamline pit stop, within 15minutes.
- EMAS arrival screens are now viewable so the Emergency Department is aware of inbound activity and can activate whole hospital response when there is increased demand.

One team shared values





# Moving forward together....

- Improved flow throughout the organisation .
- Greater utilisation of ambulatory pathways
- Multi agency in-reach to facilitate earlier discharge
- Increased use of discharge lounge.
- Speciality in –reach to ED .
- Pilot of 1 hour GP Urgent ambulances to aid flow earlier in the day .
- Improved Gold Command meetings 4 times a day
- Continual communication with Halo

One team shared values



# The future

**1.** Joint consultation with Senior UHL, EMAS and UNIPART staff to discuss a joint method of analysing the whole handover process

**2.** Changes in Front door Processes – Ensuring all patients get to the correct destinations AMU/AAU/EDU in a timely manner direct from the front door . This will change the assessment process and be for ambulances only .

**3.** Role out of CAD+ across UHL, Next Phases Glenfield and AAU

One team shared values

