NHS Lanarkshire

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Improvement Hub
Enabling health and social care improvement
Our journey...

- Well established COTE elderly service that provide service to 4 on site wards, acute medical areas, 4 off site units, hospital at home, on site presence at weekends
- Will accept patients > 65 years, dependent on symptoms
- Length of stay and outcome data that compares favourably nationally
- Team were screening for frailty
Average Length of Stay April 15 to October 18
Discharge within 24 and 48 Hours

<table>
<thead>
<tr>
<th>Year</th>
<th>24 Hours</th>
<th>48 Hours</th>
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<tbody>
<tr>
<td>2010/11</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>2011/12</td>
<td>12%</td>
<td>12%</td>
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<tr>
<td>2012/13</td>
<td>24%</td>
<td>16%</td>
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<tr>
<td>2013/14</td>
<td>30%</td>
<td>16%</td>
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<tr>
<td>2014/15</td>
<td>30%</td>
<td>17%</td>
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<td>2015/16</td>
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<td>21%</td>
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<tr>
<td>2016/17</td>
<td>38%</td>
<td>21%</td>
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Readmissions 7 Days

Rate of Readmissions per 1,000 admissions

Mean  LCL  LWL  UWL  UCL  Rate

#ihubfrailty
Readmission Rate 28 Days

Rate of Readmissions per 1,000 admissions

Mean  LCL  LWL  UWL  UCL  Rate

Testing

- Commenced frailty process August 2018
- More robust screening for frailty within MAU, undertaken by staff nurses
- Patients pulled directly up from MAU to ward 20
- Nominal 12 frailty beds within ward 20 and a further 14 acute COTE beds
- Increased nurse staffing to reflect increased acuity of patients and general activity on ward
- No increase for medical / physio / OT
- Frailty huddle at 1145 to understand activity on site
- When there has been capacity in the system, it has worked well but this has been mixed
Learning

- The advantage of ‘just doing it’...frailty previously discussed but never started
- If only we started at the beginning of the summer
- A motivated group doesn’t mean that everyone’s on board
- The need for regular high quality communication, particularly to consultant body, bed managers and on call managers
- Weak spot is at weekends where there are less senior decision makers, including SCN!
- Recognising and celebrating success, rather than focussing on limitations
- Requirement for improved electronic capture and data analysis
Percentage Patients CGA Complete within 24hrs of Admission

Frailty Assessment Unit Aug 18

%24hr Target Met Admit To CGA
Median
Number of Patients Through Frailty Assessment Unit by Week
June 2019...

- Frailty screening in emergency department
- Removal of AMRU from COTE pathway
- Expansion of frailty unit and greater demarcation between frailty and COTE
- CGA / frailty screening process to be on TRAK
- Improved data capture / analysis and evidence of improvements