



**ACUTE  
MEDICINE**

# National Acute Medicine Programme

The National Acute Medicine Programme (NAMP) enables the appropriate streaming of acutely unwell medical patients away from Emergency Departments into Acute Medical Assessment Units to improve clinical care and the patient experience.



 ROYAL COLLEGE OF  
PHYSICIANS OF IRELAND

  
Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

 THERAPY PROFESSIONS COMMITTEE  
• Chiropractors & Podiatrists  
• Dietitians/Clinical Nutritionists  
• Occupational Therapists  
• Orthoptists  
• Physiotherapists  
• Speech & Language Therapists

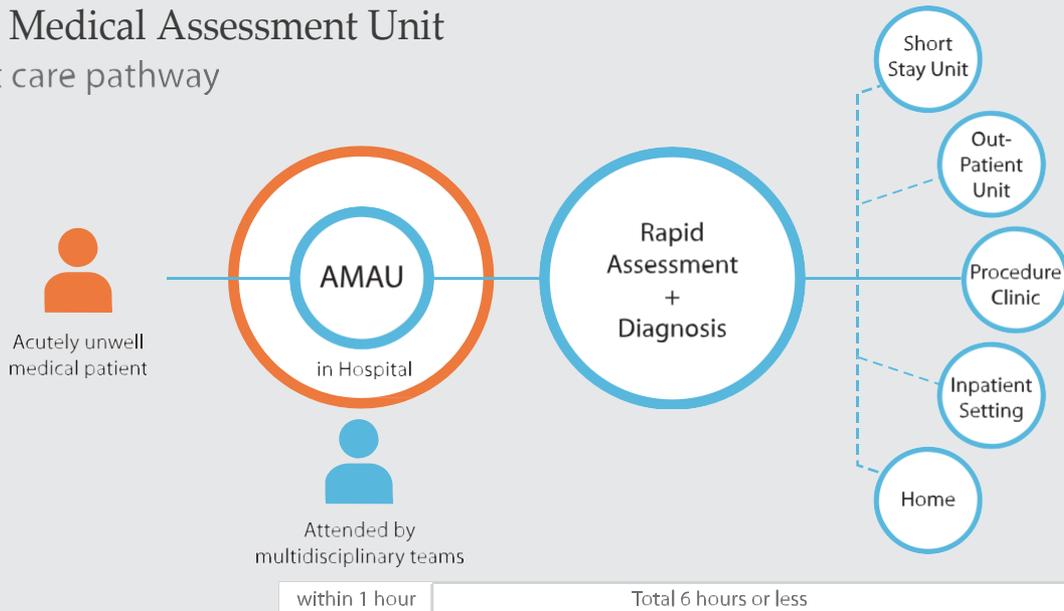
Tús Áite do  
Shábháilteacht 1 Othar  
Patient Safety 1 First



**National Clinical Programme**

# National Acute Medicine Programme Overview

## Acute Medical Assessment Unit Urgent care pathway



### What is the National Acute Medicine Programme?

The NAMP is the leading initiative of the Clinical Care Programmes.

The Programme established a new model of service delivery, quality of care and effectiveness for the benefit of medical patients.

The Programme is a clinically led multidisciplinary initiative targeting acute hospitals which aims to optimise, standardise and improve the management of acutely ill medical patients

### Programme Objectives

- 95% of all medical patients attending AMAU should spend less than 6 hours from ED registration to AMAU discharge.
- All patients will be seen by a senior doctor within 1 hour of arrival.
- Implementation of the National Early Warning Score (NEWS).
- Access to same day diagnostics and reporting.
- Elimination of trolley waits for medical patients.

### Benefits

- Improvements in quality and service.
- **Improved access to services - rapid access to** day diagnostics and reporting reducing the need for overnight admissions.
- Increased efficiency
  - Changes in work practices
  - Reduction in all medical trolleys in ED.
- Proactive leadership.
- Improvements to patient experience time for unscheduled care.
- Early decision making and intervention.
- Early detection of patient deterioration.
- Investigate to discharge rather than admit to investigate.
- Minimising risk to patients as a result of long delays.
- Patient pathways and flows improved.
- Patients are cared for in a dignified environment.

Defining the model of care

Implementation

Sustaining Improvement

### Implementation of National Solutions

Consultant Physician resource  
National Early Warning Score  
National demand capacity modelling

Clinical Advisory Groups  
Acute Medicine Training Curriculum  
ICT solutions

### Implementation of Local Solutions

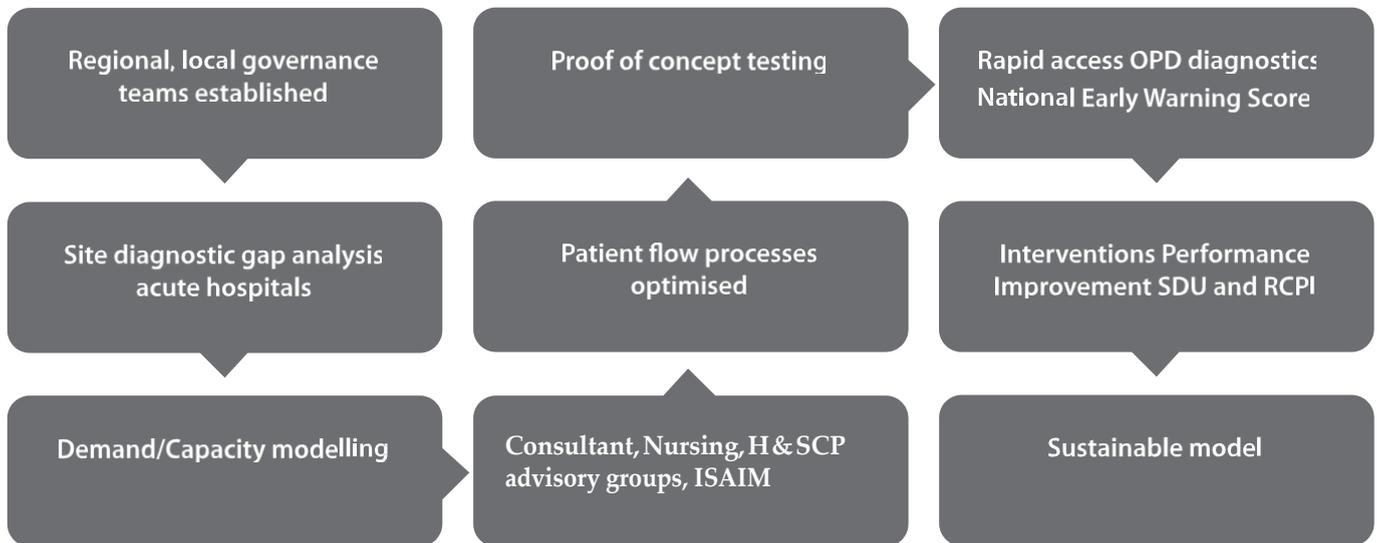
Process Improvement  
Patient Pathways

KPIs work practice

### National Acute Medicine Improvement Benchmarks

Metric	National target
% of patients with LOS=0	25%
% of patients with LOS 1-2 days	31%
% of patients with LOS > 2 days	44%
% of patients with LOS >14 days	11%
AvLOS for those staying > 2 days	6 -10 days
Overall AvLOS for medical patient	5.8 days
% with total medical assessment time < 6 hours (ED registration/1st registration to AMAU departure)	95%
% with 9 hour time to departure (from registration to departure)	100%
28 day re-admission rate	No increase

# National Acute Medicine Programme Solutions



## Building System Capacity and Capability

A Planning Number has been determined for each acute hospital, based on the number of discharges, to predict the demand and capacity requirements to meet the service needs

Acute Medical Assessment Units (AMAUs in Model 3 & 4 hospitals), Medical Assessment Units (MAUs in Model 2 hospitals) and Medical Short Stay Units (MSSUs) have been established to support the implementation of the programme.

The NAMP has established shared learning networks and undertaken process improvement initiatives with a number of sites.

Formation of the Irish Society of Acute and Internal Medicine (ISAIM) to support research, training and education the development of Acute Medicine in Ireland.

Establishment of Clinical Advisory Groups for Medicine, Nursing and Health and Social Care Professionals to develop the Acute Medicine Pathway

## National Early Warning Score (NEWS) and Compass Education Programme

The National Early Warning Score and Compass Education Programme is a work stream of the National Acute Medicine Programme.

### Background

Numerous studies have highlighted that failure to recognise clinical deterioration in patients in the acute hospital setting lead to delays in appropriate management.

### Purpose

The NEWS and COMPASS Education Programme was set up to standardise the assessment of acute illness severity, enabling a more timely response using a common language across acute hospitals nationally.

### What is it?

The NEWS is a bedside track and trigger scoring system used by nursing staff when recording patient's vital signs. Each vital sign is allocated a score based on the measured physiological parameter. These scores are added together to give the early warning score. Based on the score a response may be triggered utilising a structured communication tool (ISBAR) in line with the escalation protocol.

The NEWS is supported by a National Clinical Guideline, which was quality assured by the National Clinical Effectiveness Committee (NCEC) in the Department of Health and endorsed for use nationally by the Minister for Health.

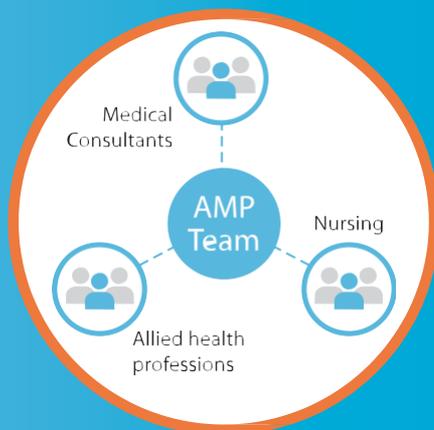
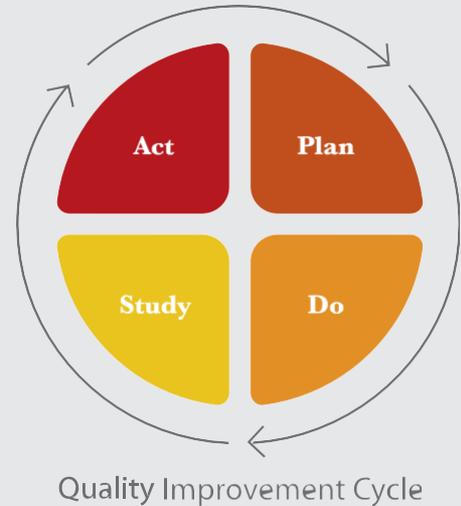
It is recommended by the Health Information and Quality Authority (HIQA) and the Clinical Indemnity Scheme, State Claims Agency.



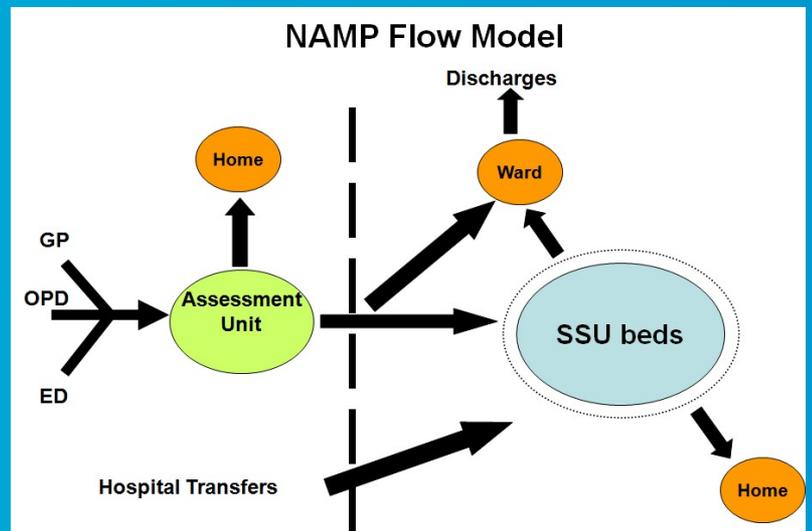
## The Future

With full implementation of the National Acute Medicine Programme you will see:

- Improvement in the patient experience time of all medical patients.
- Timely and consistent pathways for patients to be seen and assessed by a senior competent doctor.
- Integrated collaboration between hospitals, primary care and community services.
- Patients with long-term conditions and frailer older people on a continuum of care and support.
- Reduced waiting times for medical patients in the ED and reduced trolley waits.
- Reduction in overall medical length of stay.
- Information management systems which will track the patient journey and record clinical outcomes.
- A continuous improvement approach to patient care utilising a quality improvement cycle.
- New career pathways.
- New work practices.



A National Acute Medicine Programme (NAMP) Implementation team was set up with representation from medical consultants, nursing and allied health professions. An innovative collaborative approach was adopted to enable implementation across multiple sites through sharing the experience, knowledge and skills of those in similar sites.



### Awards

The National Acute Medicine Programme has received a number of awards, including the following:

[Public Health Service Excellence Award - Gradam An Taoisigh](#)

[Healthcare Innovation Award - Patient Safety Initiative](#)

[Irish Healthcare Award - Excellence in Healthcare Management](#)

For contact details and further information please visit the programme website at <http://www.hse.ie/acutemedicine>