Introduction

Nationally, Health and Social Care Professionals (HSCP) have developed various practice initiatives in Emergency Departments in a direct response to

- Increasing demands on healthcare services including patient flow
- Encouraging health teams and the need to direct staffing where it is most effective
- "Not person best place, best time"
- Continuous developments in knowledge and skills and advancement of roles of HSCP’s

The largest growth in HSCP activity nationally is one that addresses the increased number of patients with mobility issues who have the potential for admission avoidance from Emergency Departments (ED) following HSCP interventions.

These initiatives support interdisciplinary and cross program partnerships including the National Clinical Programmes for Older Persons and the Acute Medicine Programme as well as bridging hospital and community practice.

Core Objectives

- Prevent and manage hospitalisation appropriately
- Providing holistic support, facilitating rapid discharge and integration
- Enhance the quality of service provided to patients in ED’s
- Identifying assessment criteria for patients in acute situations

Benefits of HSCP Teams in ED

- Admission avoidance
- Reduced length of stay in ED
- Increased discharge rates
- Reduction in re-attendance
- Improved patient satisfaction
- Improved staff satisfaction

Clinical Pathway For Efficient and Safe Discharge

- Discharge with support services
  - Access MDT
  - PT
  - OT
  - MSW
  - SALT
  - Dietician
  - LPHN
  - Pharmacy

Identify patient
- Triage nurse
- Liaison Public Health Nurse (LPHN)
- ED medical / nursing staff referral
- HSCP ED Team referral

Service Planning for an ED HSCP Assessment Team

"One size doesn’t fit all"

- Skill Mix - Team Composition
  - Discipline
  - Ratio of disciplines
  - Clinical Expertise
  - Whole Time Equivalent
  - Team Leadership

- Service Availability
  - Monday - Friday
  - Weekend / Bank Holidays
  - Hours of service

- Contact Methods
  - Bleep
  - Referral
  - Service Planning for an ED HSCP Assessment Team

- Community Interface
  - Community Response Team (CRT)
  - Primary Care Services
  - Falls Prevention Class
  - Step down / Winter bed initiative
  - Rehabilitation
  - Early Supported Discharge (ESD)

Summary

- The Presence of HSCP Teams in the ED setting is on the rise

- There is a huge variance in the services provided by HSCP in Emergency Departments nationally in terms of team make up, skill mix and service provision.

- HSCP Teams are not exclusively limited to the ED setting as many Teams offer their services in Acute Medical Assessment Units and Short Stay Units. Some Teams offer this service exclusively to the Older Person

- Admission avoidance by HSCP’s is largely dependant on the availability of community services

- Workforce planning and a needs analysis is essential to offer equitable access and value

- HSCP’s also provide additional services in ED. These services include Therapy Led Soft Tissue Clinics, cover to Consultant Led Review Clinics, Low Back Pain Services and most recently a Clinical Specialist Physiotherapy Service in an Urgent Care Setting