



# EMP News

## Q1 2017

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If you have any Comments or Inquiries please contact: [emp@rcsi.ie](mailto:emp@rcsi.ie)

The Winter of 2016/2017 has been a particularly difficult one for all of us working in Emergency Departments, as we continue to experience the difficulties of working in the environment of the pressure release valve of a system with insufficient capacity to cope with the demand placed on it.

In this first newsletter of the year, we are focusing on developments in the further roll out of Clinical Microsystems, the quality improvement initiative recommended by EMP for Emergency Departments. The reinvigoration of Clinical Microsystems started last year with Lisa Toland's appointment and work is underway in the first Hospital Group (RCSI). Lisa is also already supporting some EM trainees with their QI Projects in preparation for FRCM and is happy to advise others (with the emphasis on advice, as opposed to conducting the whole project!). We also take a look at the Nursing Workforce Planning Framework that was launched last year. Susanna (and nurses from around the country) held a workshop on using the tool in March and plan to hold the second (and final) workshop on the 5<sup>th</sup> April.

Implementation of Models of Care will always be challenging and take longer than expected in the dynamic and intensely scrutinised setting that is modern healthcare delivery, with its vulnerability to the capricious whims of external pressures. There is interprogramme work ongoing in the areas of Trauma Networks, Education Programmes in the recognition and management of frailty (both in the acute hospital and community settings), development of the Acute Floor in Model 3 and 4 hospitals and the development of agreed pathways of care for emergency presentations such as delirium and transient loss of consciousness – more anon. The EMS Gathering (also featured) is but one of many examples of the interagency/disciplinary teamwork that characterises our work in the care of patients with sudden unpredictable needs.

***Gerry McCarthy, Clinical Lead, National Emergency Medicine Programme ([emp@rcsi.ie](mailto:emp@rcsi.ie))***

### **Clinical Microsystems Update**

Lisa Toland has recently started working with the EMP and the Quality Improvement Division (QID) as a Microsystems Facilitator. The aim is to assist staff who work in EDs around the country to get re-engaged with quality improvement projects. Lisa visited several sites to meet staff to hear what they have to say about Clinical Microsystems and to see in person the real improvements that have been made.

The feedback has been very positive and since there are numerous coaches around the country who have undertaken the microsystems training, Lisa will be reaching out to these coaches to

organise training days. The first of these happened on the 21<sup>st</sup> February 2017. Clinical Microsystems is an improvement model which was developed at the Institute for Health Policy and Clinical Practice, Dartmouth College, USA .

The EMP has selected this approach as it is a pragmatic and intuitive improvement approach that has been used widely in the ED setting. It places the patient and the healthcare worker at the core of improvement activity. A microsystem can be described as a front-line unit, for example the ED, an oncology unit, a surgical unit etc. It is where health care is provided and where a group of people, i.e. healthcare providers, patients and their families, work together.

These microsystems also include support staff, processes and information technology. This approach aims to improve the quality of patient care and the work-life of all staff. It also stresses the importance of linking with other microsystems or specialties to improve the patient pathway.

We are all aware of the current difficulties facing our healthcare system some of which are very complex. It has been widely discussed how finding the time to improve care is so difficult. However Microsystems has been proven as an effective way to improve and maintain quality, safety, efficiency and flexibility.

If you are interested in this improvement approach, would like some quality improvement support or have any questions, Lisa can be contacted on [lisaatoland@hse.ie](mailto:lisaatoland@hse.ie), or 087-3686842.

### **Emergency Department Nursing Workforce Planning Framework**

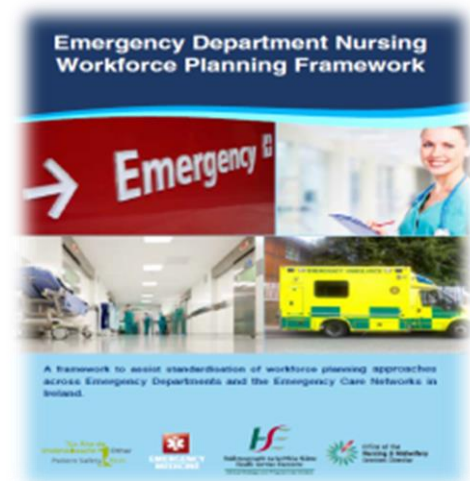
The Emergency Department Nursing Workforce Planning Framework was launched at the EMP conference in February 2016.

The framework serves as a guide to support senior ED nurse managers and their team to assess and plan their nursing workforce to meet the needs of their individual services.

The framework promotes a consistent, standardised and evidence based approach to workforce planning and provides the tools and resources to support workforce decisions. It can also support the development of competence and confidence amongst nurse managers in making workforce decisions.

Final work has been taking place in the intervening period to enhance the interactive component of the framework. This work is now complete and the workforce planning templates to support local work are available on [www.emnow.ie](http://www.emnow.ie) and [www.hse.ie/emp](http://www.hse.ie/emp)

The toolkit within the framework serves as a guide to support local nursing teams to assess and plan their nursing workforce to meet the needs of their individual services, in collaboration with local management. The first education workshop to support implementation via a “train the trainer” approach has taken place on March 15<sup>th</sup>, with a second workshop planned for April 5<sup>th</sup> 2017.





#### **ED Workforce Planning Framework Launch-EMP Conference Feb 2016**

*L-R Breda Naddy Programme Manager EMP, Dr Una Geary, Ms Fiona McDaid Nurse Lead EMP, Ms Liz Roche Area Director | Nursing & Midwifery Planning & Development DML Dr Gerry McCarthy Clinical Lead EMP, Ms Valarie Small ANP (Absent from the above photo is Susanna Byrne Director-Nursing and Midwifery Planning & Development- Dublin South, Kildare & Wicklow)*

#### **Emergency Nursing concurrent session**

This year's Emergency Nursing Interest Group concurrent session at the IAEM ASM had the highest attendance to date. There were presentations from across the country on chemical eye injuries, elderly falls, concussion management, communications and the 1916 Rebellion.

#### **EVENTS**

The following events may be of interest to those working in the field of Emergency Medicine:

#### **EMS Gathering –May 2017-Organised by The EMS Gathering Group**

The EMS Gathering is an international conference for those involved in both hospital and pre-hospital Emergency Medicine. The first conference was held in Kerry in 2013 and two very successful ones have been held since in 2015 and 2016 with over 200 attendees each year from Ireland, UK, US, Australia, New Zealand and all around Europe. Attendees included consultants, responders, paramedics, doctors, nurses, researchers and health care administrators.



The 2017 conference is being held in Kinsale, Co Cork, from the 4th-5th of May. This year we are based beside the coast and the programme includes maritime related injuries, trauma, mental health and care of the elderly.

The EMS Gathering is multi-agency and multi-disciplinary and brings pre-hospital and hospital based professionals together in one place. The morning sessions are didactic style presentations from experts in their particular field and in the afternoon we bring attendees out into the 'local' environments with smaller sessions facilitated by educators which we refer to as 'Learning with Leisure'. Feedback from previous years has been very positive.

The conference is run on a not for profit basis by a group of EMS professionals who are delighted to see many people come together to educate and inspire each other. The two-day programme will have something for all those interested in pre-hospital emergency care irrespective of qualification or experience. Top class national and international experts will deliver education in a style and location that will leave a lasting impression.

Register now on [www.emsgathering.org](http://www.emsgathering.org) as places are filling up fast. Follow us on twitter @emsgathering and on facebook.



*(EMS Gathering Mountain Walk)*

**Congratulations to The EMS Gathering Group on their success in the Irish Healthcare Centre Awards 2017 in the categories of Farm Injury Response for Patient Safety and Community Care Services. <http://irishhealthcarecentreawards.com/2017-winners/>**

**If you work in an emergency setting and would like to share an upcoming event with the EM community, please e-mail [emp@rcsi.ie](mailto:emp@rcsi.ie)**