



EMP News

December 2017



● [What is the Emergency Medicine Programme?](#)

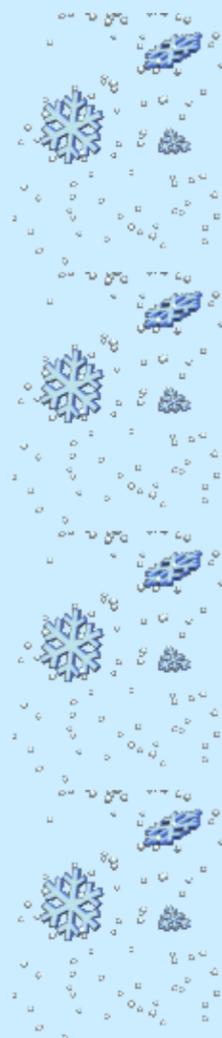
● [Who are the Members of the EMP Working Group?](#)

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Welcome to the pre-Christmas newsletter. In this edition, we report on the ongoing rollout of Clinical Microsystems, under the direction of Ms Lisa Toland, a second National Injury Unit Training Day and the EMP ANP Forum, under the direction of Ms Val Small and the highly successful Emergency Nursing Concurrent Session, held at the ASM of the IAEM in Galway in 2017, under the direction of Ms Fiona McDaid, Lead Nurse for the Emergency Medicine Programme.

We've been forging ahead with developing EDAP, a specific data recording and analysis tool shortly to be released to the system that encompasses the full range of activity in Emergency Departments, rather than purely focusing on numbers of patients on trolleys. We've also been collaborating with the Healthcare Pricing Office in developing an Activity Based Funding Model for Emergency Medicine, with applicability to the entire Acute Floor.

There are, of course, numerous other projects in development or nearing completion, most of which I referenced in my talk at the Annual Scientific Meeting in October, in Galway. Sinead Reilly, Project Support for the EMP, continues to do Trojan work in making sure that we keep all of these various balls in the air, knowing where we all are at any point in time and holding us to account (well, mostly me) for not doing what we/I promised by the agreed time!

Dr Áine Carroll is sponsoring a project for the development of integrated Unscheduled and Emergency Care (UEC) spanning hospital and community settings in Ireland into the future. I am Component Clinical Lead for the UEC Networks Component and very much appreciate the time and expertise of several consultant and nursing colleagues who are members of the various different components of this project. I will report on this in more detail in the next Newsletter.

I conclude this introduction by wishing you all as happy a Christmas as possible in "the service that never sleeps". I think the thing I would most love from Santa Claus is to be able to start the next newsletter in 2018 without mention of ED crowding with inpatient boarders!

Here goes with the pre-Christmas newsletter

Gerry McCarthy, Clinical Lead, National Emergency Medicine Programme (emp@rcsi.ie)

CELEBRATION DAY – A FRONTLINE JOURNEY

We recently held the first Celebration Day for Emergency Department frontline teams engaged in using the approach of Microsystems on November 15th in Dr Steeven's. It was a wonderful occasion, with teams from the RCSI hospital group showcasing their improvement work which they have all been working on since February 2017. The day was opened by Sheila McGuinness (COO) RCSI hospital group who has been a wonderful support for this frontline work. Dr Gerry McCarthy outlined the history of QI from the EMP.

The international speakers on the day were inspiring with Steve Harrison and Nick Miller from Sheffield Microsystems Coaching Academy leading on some very interesting sessions. Steve gave a broad overview on the work they are doing in Sheffield which has been developed over the last 9 years. Nick highlighted the work coming from the FLO Academy which is very interesting work, gaining a lot of traction across the UK. The Sheffield speakers then led out on some interactive workshops which included "lego building" and brainstorming sessions around improvement work which led to lots of active discussion in the room.

Dr Peter Lachmann (CEO ISQUA) talked to the audience on "Making your Microsystem safe" and gave everyone some thought provoking points on some key steps to patient safety. The day was supported by a wide variety of people who had the opportunity to hear the team stories during the storyboard showcase session. The teams all proudly received their certificates of participation from Dr Philip Crowley who thanked them all for the wonderful work that they are doing and encouraged them to continue on the journey. Thanks to all who supported this day and we will look forward to celebrating the work from the DML hospital group in May 2018.



Naas General Hospital Microsystems Team



Beaumont Hospital Microsystems Team



Our Lady of Lourdes Hospital Drogheda Microsystems Team



Monaghan Injury Unit Microsystems Team



(L-R, Dr Peter Lachmann, CEO ISQUA, Dr Gerry McCarthy, Clinical Lead for EMP, Nick Miller, Sheffield, Ms Lisa Toland, Microsystems Facilitator, Steve Harrison, Sheffield)

National Training Programme for Injury Units

The second National Training Programme for Injury Units was delivered on 29th November 2017 in the Royal College of Surgeons of Ireland. The programme content was delivered by Clinical Nurse Managers, Advanced Nurse Practitioners and Medical Staff who all have experience of working in IUs.

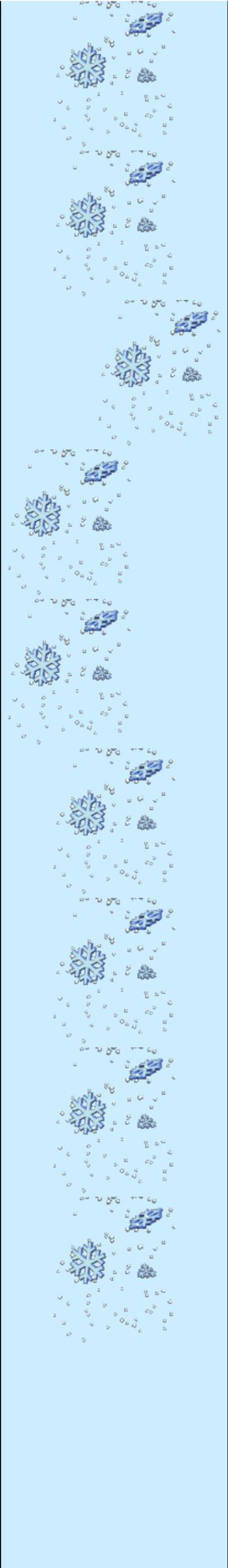
The main objective of the programme was to provide guidance and training to IU Teams in the identification and management of patient presentations which fall within and outside the scope of treatment of an IU. Twenty five staff members from nursing, emergency medicine and administration from six Injury Units around the country attended the second training day which brings the total number of staff attending IU training days in 2017 to 50.



The learning outcomes for the training day include;

- The appropriate selection of patients for treatment in an IU based on their presenting complaint;
- The recognition of patients who have presenting complaints, complications or underlying conditions which render them unsuitable for IU care/management;
- To understand appropriate care for patients who present to an IU with an emergency need (outside the scope of IU criteria) in the period before they can be safely transferred to a major acute centre. This is relevant to IUs that are located in a Model 2 Hospital setting as well as those that do not have an adjoining hospital on campus;
- To standardise the process of communication and logging of decisions to transfer or refer patients to alternative services that are GP referrals, self-referrals and telephone enquiries;
- Improve collaborative working with other members of the healthcare team across the Emergency Care Network (ECN) in order to enhance therapeutic outcomes for patients (adults and children);
- To evaluate patient outcomes and promote continuity of care in collaboration with the multidisciplinary team across the healthcare continuum.
- Improve understanding of Duty of Care, patient autonomy and patient capacity in the emergency setting.

The curriculum for this unit of education has been approved by the Nursing and Midwifery Board of Ireland and the Royal College of Surgeons of Ireland for continuing education units. It is hoped that the training day will be provided at least once again in 2018 and subsequently on an occasional basis in order to ensure the ongoing training of new staff working in Injury Units.



National EMP ANP Forum

The EMP ANP Forum was established in July 2013 to support the implementation of the recommendations outlined in *The Guide to Enhance Advanced Nurse Practitioner Services across Emergency Care Networks in Ireland (Guide)*. This strategy report has contributed to the workforce planning agenda for the HSE and Department of Health (DOH) and assisted in realising some of the specific workforce and nursing recommendations of the EMP Model of Care Report (HSE 2012 p230 and p241).

The **ANP Forum Committee** comprises of representative RANPs from urban, rural, adult, mixed, paediatric EDs and IUs. There are three sub-groups which specifically aim to address capacity building of RANPs, the research and audit requirements specific to the role and to support the CPD needs of RANPs working within ED's and IUs.

The continuing professional development (CPD) sub-group is charged with the co-ordination of quarterly ANP CPD study days. Since Q3 2013 there have been 12 study days with specific emphasis on clinical aspects of the caseload of RANPs in EDs and IUs.

In November 2017 an ANP Forum CPD Study Day was held in the Centre of Learning, St James's Hospital and there were 70 attendees. The content of the meeting included a selection of clinical case studies and presentations on developments in expanding RANP scopes of practice; training initiatives in new skills acquisition such as the use of point of care ultrasound; and dissemination of findings from specific audits such as x-ray prescribing in children. Overall evaluations of the day were very positive and there were many topics suggested for future study days. There are two CPD study days planned for Q1 and Q3 of 2018 and arrangements for these are already underway. Future role development and support for RANPs is pivotal to the ongoing development and expansion of the role and the ANP Forum Committee will play a large part in continuing to support the ongoing learning needs of the wider membership of the forum.

Dispensing of Emergency Supplies on a Hospital Prescription Form for a GMS Patient

Dispensing of Emergency Supplies on a Hospital Prescription Form for a GMS Patient was raised by an ED Pharmacist as something that may be of interest to Emergency Departments.

The following is taken from the HSE National Shared Services Primary Care Reimbursement Service Information and Administrative Arrangements For Pharmacists

(https://www.hse.ie/eng/Staff/PCRS/Contractor_Handbooks/PCRS_Handbook_for_Pharmacists.pdf).

"It is the current practice that persons with established eligibility under the General Medical Services Scheme who are provided with a prescription form on their discharge from a hospital are required to request a general practitioner, participating in the General Medical Services, to transcribe the prescribed items onto a GMS prescription form in order for such items to be dispensed free of charge for that person.

It has however been indicated that this arrangement creates difficulties for those discharged from hospital late in the day, on weekends or at other times outside normal surgery hours or who require to have a hospital prescription dispensed urgently. To address these difficulties Community Pharmacists participating in the GMS Scheme are authorised to dispense up to a maximum of seven days supply, subject to permitted exceptions, of medicines prescribed for persons who have been inpatients of Acute General Hospitals or who have attended the Accident and Emergency Departments of General Hospitals and when, because of the circumstances of their discharge and/or the urgency of the prescribed medication it is not possible or very convenient for such persons to attend their general practitioners to have the hospital prescription items transcribed to GMS prescription forms. N.B. Out-Patient Department (OPD) prescriptions are not covered by these arrangements. Items prescribed on a hospital prescription should be specified by their nonproprietary name. The name of the Prescriber should be stated in block capitals."

Emergency Nursing Concurrent Session at IAEM ASM 2017

The IAEM Annual Scientific Meeting was hosted by University Hospital Galway in October. The Emergency Nursing concurrent session on day 1 of the meeting had the highest attendance since the session was established 4 years ago.

The topics covered represented the breath of emergency nursing and were well received by the audience. Emergency Nursing was also well represented in the poster presentations.

Many thanks to all who presented at the emergency nursing concurrent session, we look forward to working with you again in the future.

Overview of 2017 - Fiona McDaid, Nurse Lead, National Emergency Medicine Programme

An overview of sports injuries seen by Registered Nurse Practitioners in Emergency Departments - Madge Kennedy, RANP Emergency Nursing, University Hospital Galway

The #SNAPPED Trial (Sonography by Nursing Advanced Practitioners for Paediatric wrist injuries in ED) - Denise Guckian, RANP Emergency Nursing, Sligo University Hospital

Care of a Paediatric Patient in the Emergency Department - Pathways for Care - Deirdre Fitzgerald, CNM 2, Emergency Department, University Hospital Galway

Emergency Nurses Experiences of Overcrowding - Oliver Allen, Clinical Support Nurse, Emergency Department, St James' Hospital

The development of National Orientation & Foundation Programmes in Emergency Nursing - Elaine Farrell, Clinical Skills Facilitator, Cork University Hospital

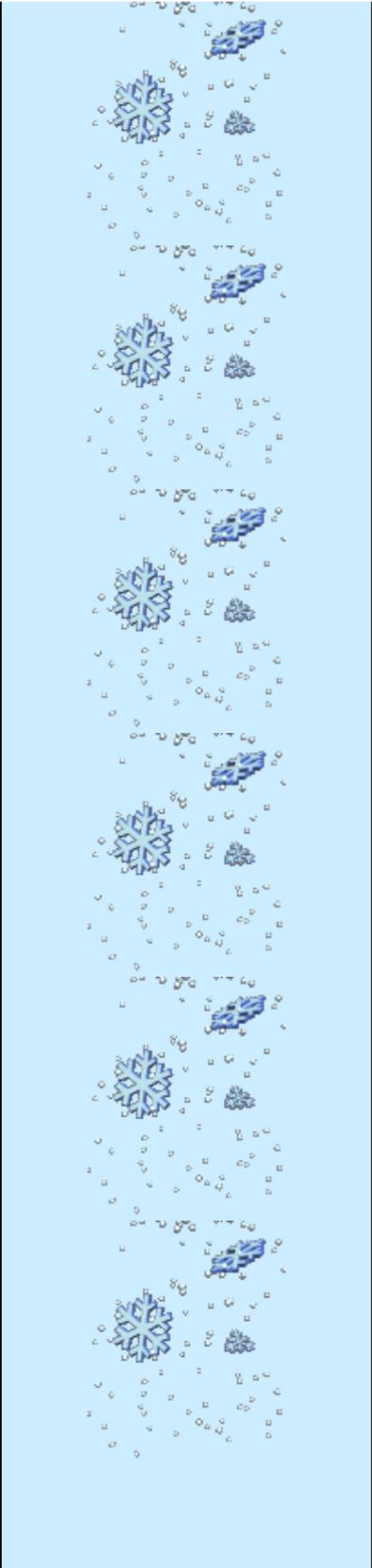
Respiratory support in the ED - Mind the Gap - Ms Christine Sheehan, RANP Critical Care Outreach, University Hospital Galway

Wound Management in the Emergency Department -The Important Issues in Clinical Practice - Valerie Small, RANP Emergency Nursing, St James Hospital, Advance Nurse Practitioner Advisor National Emergency Medicine Programme

Summary of the work of the Emergency Medicine Programme in 2017

As well as continuing to advocate for the long-term re-organisation of emergency services and the development of emergency care networks, below are some of the short/medium term initiatives that were carried out by the programme in 2017:

- A research project to determine and measure the impact of Health and Social Care Professional's (HSCP) early intervention in Emergency Departments (ED) was submitted to the HRB and has been selected for funding. This 2 year project commenced in Dec 2017
- A second research proposal is being developed to develop a nationally representative profile of ED attendees, to examine appropriateness of ED attendances as well as possibilities for alternative to meet those care needs

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- The medium and long term goals of ABF for unscheduled care have been agreed with the Healthcare Pricing Office. A trial of the proposed classification system for unscheduled care is currently underway in three sites
 - A software tool looking at Emergency Department's Activity and Profile was developed with a software company (OpenApp) and the Health Intelligence Unit. This will be rolled out for use in EDs in 2018
 - A steering group has been formed with relevant HSE departments to review quality, consistency and uses of the ED PET data. Data definitions are being reviewed and a proposal has been submitted for the expansion of the PET dataset
 - The NCEC guideline on post-triage monitoring was been completed and submitted with HSE Leadership sign-off to NCEC for review
 - Two Governance Training Days for Injury Unit staff were developed and delivered by EMP and supported by the Centre for Nursing and Midwifery Education
 - Two training days on the implementation of the Nursing Workforce Planning Framework were delivered. The second training day was recorded and is available as an e-learning tool on HSE-Land
 - ED Nursing Orientation Programme was developed by a group of ED clinical facilitators and available to all E.Ds. This training package supports the induction of new staff to the ED. Separately, a curriculum was also developed for an ED Nursing Foundation programme. With OMNSD, this postgraduate training programme was published as a tender document and awarded to a group of HEIs for delivery
 - In collaboration with HSE-communications, patient information posters have been developed and printed for ED waiting rooms. The poster is currently being developed into an information video. An IU public awareness campaign (radio, social-media, posters) was rolled out and will run until March 2018
 - In collaboration with QID, frontline teams in the RCSI hospital group have attended three collaborative sessions and formed multi-disciplinary teams in the EDs and IUs to work on improvement initiatives. The second phase of re-invigoration in the DML hospital group commenced in September 2017 and will be completed in early 2018
 - Working with other programmes and projects is important for informing service development. Some of the collaborations include: National Ambulance Service, ED Taskforce, Nursing Workforce Taskforce, Shared Record Programme, Sepsis steering committee, Integrated Care Programme for Patient Flow, Carndonagh Implementation Group, Primary Care Out-of-Hours Consultation, Acute Floor Design, CSPD Urgent and Emergency Care Development, DoH Capacity Review, Mass Casualty Planning, Clinical Programme for Older Persons, Clinical Programme for Surgery, Acute Medicine Programme, Critical Care Programme, Paediatric Programme, National Transport Medicine Programme

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