




A BETTER EXPERIENCE

IMPROVING CARE IN
EMERGENCY DEPARTMENTS



Design solutions created by PearsonLloyd have been proven to deliver A Better A&E experience for both staff and patients.

Emergency departments are high pressured environments, focused on delivering care efficiently and in the least amount of time. As a consequence, the human and emotional aspects of care are often not attended to, leaving the patient feeling neglected or dissatisfied.

PearsonLloyd offers a programme of design solutions, that are focused on communicating more effectively with the patients and empowering staff to pro actively resolve systemic barriers to care delivery. These are explained in more detail over the following pages.

The patient or visitor experience of A&E can often consist of long and protracted periods of waiting, interspersed with very short interactions with staff.

These service users may not be informed about waiting times or the process for receiving treatment, leading to feelings of abandonment and irritation.

This project looks specifically at how design can make improvements to the way A&E services are delivered, so that a better experience is created for both staff and patients.

This means offering sophisticated design solutions that focus on improving the overall experience, that prevent incidences of violence and aggression from arising in the first place.



The Design Solutions

A three pronged set of design solutions has been created.

GUIDANCE PROJECT

This solution is targeted at patients and other service users, informing them about the department; how it works and the process for receiving treatment.

PEOPLE PROJECT

The second solution is for staff working in the department. It provides useful information as to when and why aggression might occur. This is complemented by a group forum that explores underlying causes for aggression, and pre-emptively tackles these to provide a better experience for all.

TOOLKIT

This looks at changes that can be made to the built environment to ensure optimal patient comfort. Presented as a set of guidelines, it is intended to be referenced when departments are being refurbished or rebuilt, and is a free resource available to view online.

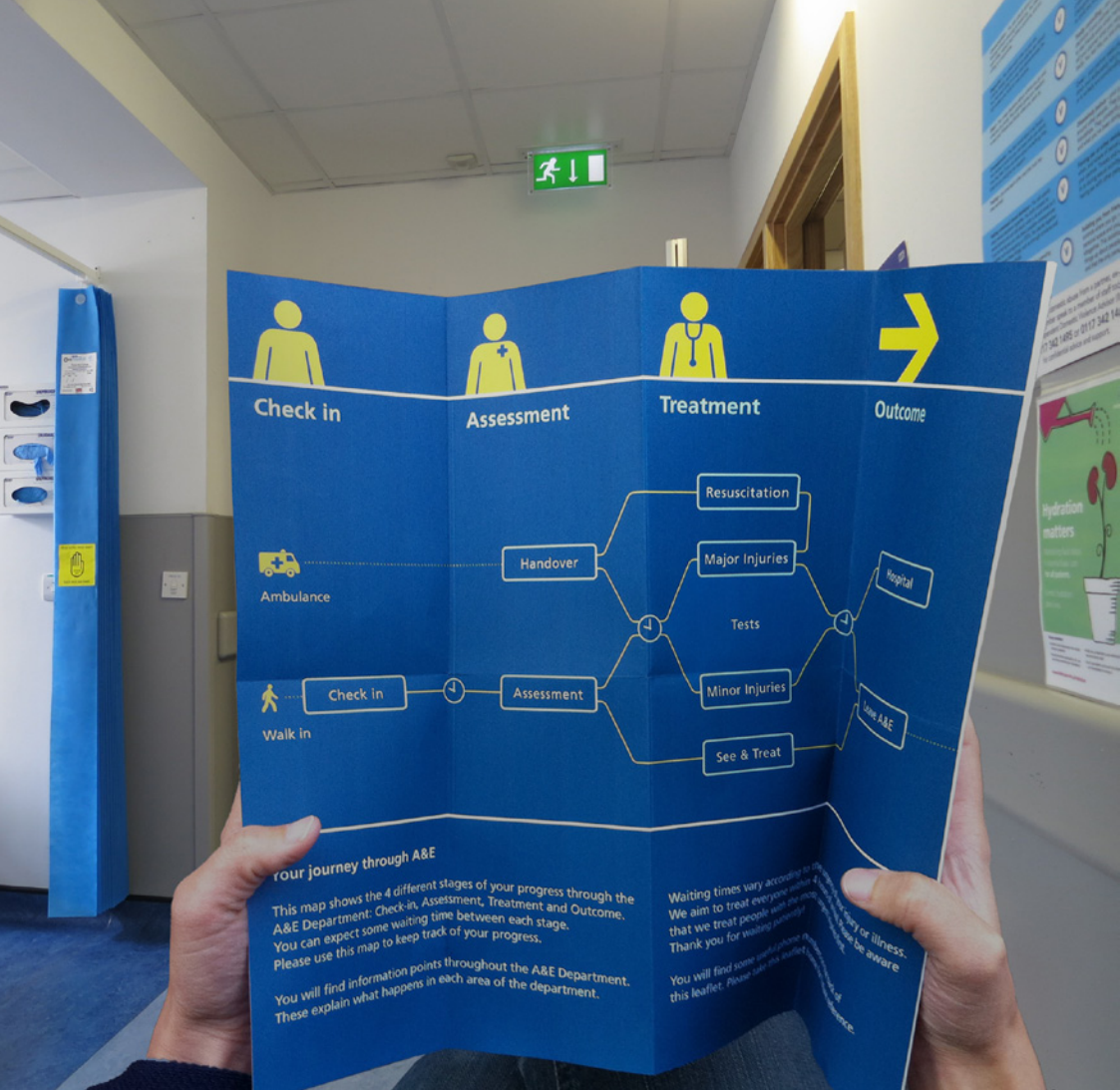


GUIDANCE PROJECT

An information package that greets patients on arrival, answering their questions and ensuring they start the A&E experience positively.

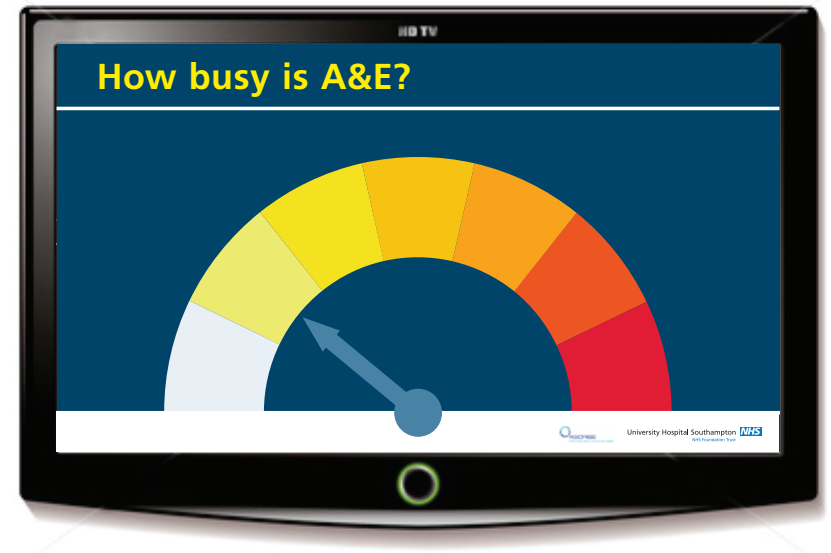
Designed to be implemented in any A&E department, it provides a consistent platform to communicate basic information to patients; such as where they are, what happens next, and why they're waiting.

Each panel works as a standalone item as well as in a series, allowing the information to be accessed at any stage in the patient's care journey.



A process map was developed to accompany the panels, and illustrates the patient journey as a series of stages through the department, with a pause (or wait) between each stage. This is displayed on the wall and as part of a patient leaflet.

The leaflet also contains contact numbers for other urgent care centres in the local vicinity, informing patients about alternative care centres that are available. A tear off questionnaire is also incorporated, and asks patients and visitors for feedback about the department.



“This should be in all Emergency Departments.”
Patient

The printed information is complemented by a digital information stream, communicating live information about the status of the department. Using existing electronic patient data means that displays are automatically updated, providing accurate and relevant information at regular intervals.



Web or app based information delivery is also proposed to help manage pre-arrival choices and inappropriate attendance, as well as the potential for personal information delivery at a later date. We are currently in talks with a number of Trusts about developing this element of the solutions.

PEOPLE PROJECT

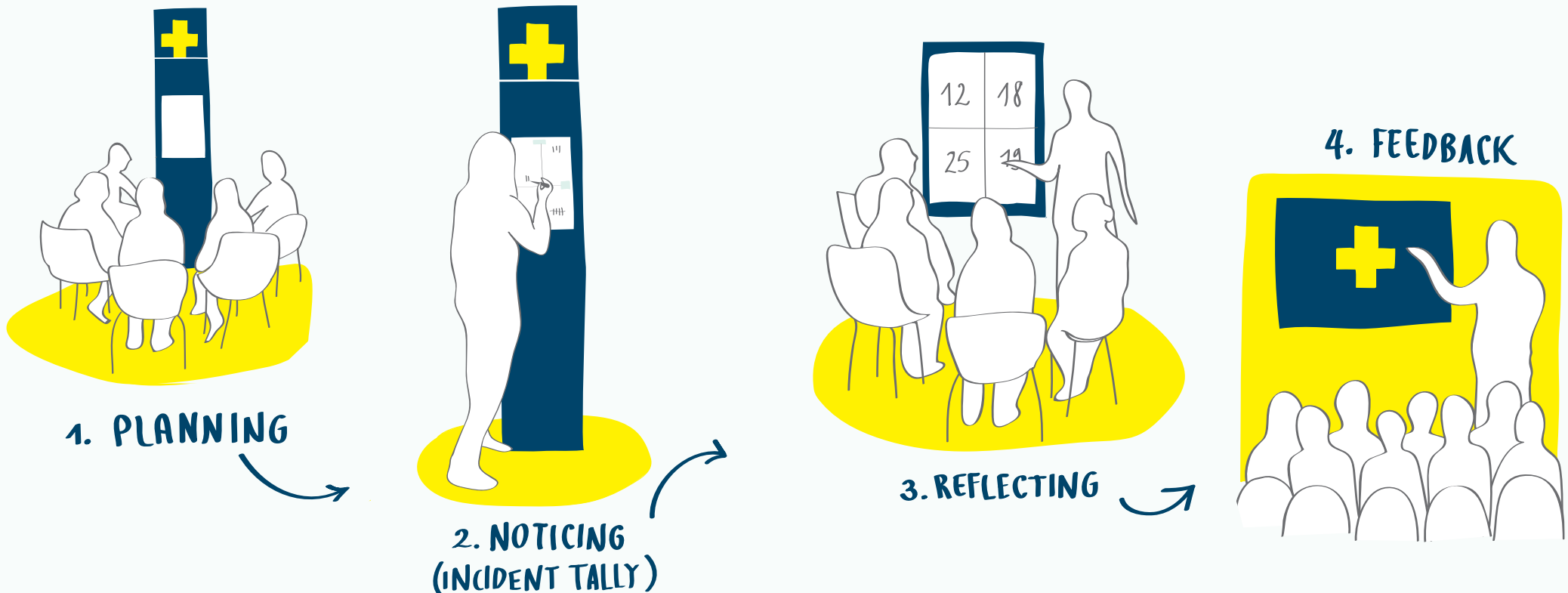
Exploring the relationship between staff, patients and the care system, this solution provides staff with more relevant information about the department, as well as exploring current obstacles to delivering care.

An induction pack informs new staff of issues they may encounter whilst working in the department. This ensures that all staff, including trainee nurses and junior medics, have the requisite knowledge to work in this high pressured environment.

For current staff, a reflective programme provides a space for staff to consider factors that may trigger aggression and undermine staff's capacity to care for patients.

It is run over 8 weeks by an external facilitator with 8-10 members of staff. After this time, findings are reported back to management, helping the department as a whole to learn and improve their service.

“...the session was incredibly powerful and thought provoking...”
A&E Consultant



Implementation

PearsonLloyd offer a tailored implementation package, customising the design solutions to the unique way in which each trust operates.

Since 2012, the solutions have been implemented in five hospitals, and our aim is to get our solutions into every hospital across the country.

The designs also have greater application beyond the Emergency Department, and work has just started on implementing the solutions into Acute Medical Units,

We look forward to seeing the work grow across the different wards, and extending the better patient experience across the hospital.

“We are delighted with the positive impact that the project has had on patients’ experience and on how patients perceive their time here.”

St George’s Hospital



GUIDANCE PROJECT

PearsonLloyd offers a nine step programme to help departments implement the package. The process takes around four months, and we recommend starting in spring, to have the panels installed before winter.

1. Project Introduction

Presentation to the department explaining project and concept.

2. Dept & Signage Audit

A departmental review to determine panel locations. Signage audit to review existing signage, for incorporation into the information panels.

3. Workbook

A workbook will be created with the proposed panels, locations, and example content. This will then be circulated for review.

4. 5. 6. Content Workshop

Review of workbook content and proposed changes. Updated workbook to be issued each time.

7. Sign Off & Measurement

A 2 day review of the department, measuring up each space for a panel. Files issued for production.

8. Installation

2 day installation of the panels (numbers and access permitting.)

9. Review

Assessment and quality check of panels post-implementation.

PEOPLE PROJECT

In order to ensure the most effective outcome for the people solution, the programme is tailored to the unique needs and culture of each department.

Every programme features at its core, the training and supporting of trust staff in the running and management of work place learning groups. This might also be complemented by one-to-one or group coaching sessions, as well as mentoring of trust staff or other key stakeholders.

The main steps in the programme are shown here:

1. Trust Engagement

Workshop with management and/or key stakeholders to understand the needs and goals of the trust.

2. Establishing Group Facilitators

Coaching and support for the group facilitators looking at the causes of aggression, proactive prevention, facilitation methods and direction on session delivery.

3. Ongoing Group Support

Through conversation, observation, team/individual coaching, and demonstration from the project leaders, as well as network support from facilitators at other Trusts.

