

ORTHOGERIATRIC ACTION PLAN/PROCESS MAPPING

As part of the development of services for older people with fractured neck of femur, we undertook a process mapping exercise in April 2007 to establish where problems lie within the service. From this work the steering group identified three action plans.

1. Just Do It – that is an immediate response and action required to improve critical points of the existing pathway.
2. Service Development –planned to address issues that were essential to the development of a new orthogeriatric unit
3. Aspirational Development – areas of work that reflect a more complex strategic or operational issue outcomes.

Five work streams were set up following the process mapping and were given specific areas to take forward and report to a Steering group of senior clinical and non-clinical managers.

The Just Do It action plan had some very simple problems to solve

- delays in mattresses being delivered to the ward -resolved in 2 weeks
- A & E fast tracking system was tightened up
- evidence of portering delays which were rapidly resolved.

Service Development

- Agreed we should develop service to admit directly to medicine for the elderly wards all patients with fractured neck of femur.
- Anaesthetic assessment protocol with specific indicators as to when patients should and should not be delayed.
- Physiotherapy support on Sunday to ensure that patient's therapy is 7 days a week.
- Clear guidelines for the patient pathway for outliers.
- Pain flow management chart agreed and included in documentation.
- Ileo fascial block training will be commencing in October 2007.
- The Intermediate Care Team has agreed to attend the fractured neck of femur MDT meetings to facilitate early discharge of these patients.
- Ongoing review of all trauma surgery within the Trust in order to prioritise a ring-fenced slot daily for these patients.
- Integrated care pathway updated following the process mapping by the work groups and including easily extractable data necessary for the National Hip Fracture Database

Aspirational ideas

- include 7 day working,
- fast-tracking patients by the London Ambulance Service
- Hospital at Home schemes

New service commenced 17 September 2007. All patients with fractured neck of femur fast tracked to elderly medicine wards directly from the Emergency Department

Elizabeth Aitken
October 2007