

## **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

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