

Transformation of Critical Care Services at UHNM

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Introduction

UHNM Critical Care was identified as inadequate for responsiveness by the CQC in April 2015.

With an increasing demand for the service - *a radical change was required to improve both staff and patient experience.*

Method

A comprehensive systems review of multidisciplinary working, utilising General Provision of Intensive Care Services (2015), along with a benchmarking strategy to establish service deficits & opportunities.



UHNM Critical Care Transformation Programme

Work streams

1. **'Critical Care Without Walls'** – review of all services external to critical care.
2. **'Building Critical Care'** – comprehensive review of care provided, all areas to included processes & equipment.
3. **'To A Better Recovery'** – rehabilitation
4. **'PDMS'** – live quality data capture

Methods Utilised

Gap analysis
Process mapping
Review of CQC reports
Networking
LIA events
Stakeholder events
Engagement with CCG's

Results

£1.5 million investment into Critical Care services at UHNM.
Rehabilitation & PDMS business cases realised

Admissions increased by 25%
↓ LOS from >10 days to 8.3 days
Outreach operational >95% of the time
CQC – OUTSTANDING!

Key Points

- Utilise CQC reports to advantage
- Engage with key stakeholders