

UPDATED DRAFT WDP&RG ACTION PLAN 2009/10

IDENTIFIED ISSUE/AREAS & RECOMMENDATIONS	ACTION REQUIRED	LEAD Commissioner	LEAD Provider	Performance Management Group / Reporting arrangements	Performance Metrics	Timescale
<p>1. PRE ADMISSION ISSUES</p> <p>a) Wirral has a higher than usual number of GP initiated referrals to hospital (3) 52% of admissions inappropriate.(3) 49% of bed days categorised as inappropriate (3)</p>	<p>Implement hospital admission avoidance schemes which operate 24 hours a day 7 days a week</p> <p>1.Integrated Care at Home, including a review existing community service provision to maximise increased care at home.</p> <p>3.Primary Care Assessment Unit, 4.Single Point of Access</p> <p>5.Community Equipment Services review of service provision and proposed models of working considered</p>	<p>Alison Shead</p> <p>Sarah Quinn</p> <p>Tina Long</p>	<p>John South</p> <p>John South</p> <p>John South</p>	<p>Urgent Care Network/PCMB</p> <p>Urgent Care Network</p> <p>Integrated Community Equipment Services Board</p>	<p>Reduction in Emergency Admissions/ Increase in the numbers of individuals being cared for in their usual care environment</p> <p>Inappropriate admissions will reduce from the current level of 52%</p> <p>Achievement of agreed delivery KPI's</p>	<p>Ongoing Quarterly Analysis of activity Contract arrangements</p> <p>Nov 09 Repeat of Days of Care Audit</p> <p>Ongoing Contract Reports by exception</p>

<p>b) Top ten reasons for inappropriate admission to hospital are related to non-specific clinical conditions (3) e.g. shortness of breath, abdominal pain, generally unwell</p>	<p>Ensure pathways are in place in primary and community services which make maximum use of hospital admission avoidance schemes. & monitor compliance with these pathways.</p> <ol style="list-style-type: none"> 1. Establish baseline of current pathways in existence 2. Once gaps are understood agree an action plan to address <p>Clarify access to social work assessments including out of hours provision</p>	<p>Sarah Quinn</p>	<p>John South & John O'Malley</p>	<p>WDP&RG Via Mod Teams</p>	<p>Report to WDP&RG Action plan in place</p>	<p>June 09 Aug 09</p>
<p>c) Inappropriate use of unplanned care services</p>	<p>Identify ways of supporting nursing and residential homes to prevent avoidable hospital admissions</p> <ol style="list-style-type: none"> 1 Clarify and publicise access routes for care homes to hospital admission avoidance schemes 2. Influence care home managers via the Nursing Home Network 3. Review the contract monitoring arrangements with care homes in regard to RNCC 	<p>TBC</p>	<p>Anne Bailey</p>	<p>WDP&RG</p>	<p>Information available and accessible to primary & community care services</p>	<p>June 09</p>
		<p>Heather Rimmer</p>	<p>John South</p>	<p>WDP&RG</p>	<p>Contract Reports by exception</p>	<p>Ongoing</p>
		<p>Heather Rimmer</p>	<p>John South</p>	<p>WDP&RG</p>	<p>Evidence of input to care home network</p>	<p>June 09</p>
		<p>Heather Rimmer</p>	<p>N/A</p>	<p>WDP&RG</p>	<p>Contract monitoring arrangements to include emergency admission data</p>	<p>April 10</p>

<p>d) Inappropriate admissions to hospital at the end of life</p>	<p>To clarify the End of Life Strategy Initiatives which impact on patient discharge from hospital.</p> <p>To ensure that pain management protocols are an integral part of the strategy</p>	<p>Alison Shead/ Jane McAllum</p>	<p>John South</p>	<p>Cancer Modernisation Team</p>	<p>Reduction in nursing home admissions to hospital</p> <p>Patient choice & experience and the application of policies and protocols is consistent the end of life strategy</p> <p>Patients who are at the end of their life will have explicit care plans and understanding of the options available to them</p>	<p>Report presented to WDP&RG</p>
<p>e) Delays in the diagnostic testing process in the community (3)</p>	<p>Review the process and responsibilities for accessing, reporting, responding and clinical intervention when diagnostics are required.</p>	<p>TBC</p>	<p>John South</p>	<p>WDP&RG</p>	<p>Reduced length of time between investigations being ordered and interventions being undertaken.</p>	<p>TBC</p>
<p>f) Inappropriate use of unplanned care services</p>	<p>Evaluate the impact of the 2008 Choosing Well Campaign.</p> <p>Implement the concept of social Marketing</p>	<p>Sarah Quinn</p> <p>Sarah Quinn</p>	<p>N/A</p> <p>N/A</p>	<p>Urgent Care Network</p> <p>Urgent Care Network</p>	<p>Patients will chose the most appropriate service to meet their needs.</p>	<p>June 09</p>

