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**NHS**  
WALES

Uned Gomisiynu  
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National Collaborative  
Commissioning Unit



# CARE STANDARDS

## When you need emergency care

**1. The Emergency Department will communicate and engage with you to support the public understanding, day to day access and ongoing development of emergency services.**

- a. Strategic engagement and participation with stakeholders in the ongoing development of Emergency Services locally, regionally and nationally
- b. Information for local communities on when and how to use ED and alternatives to provide self care or direct access to other services, in and out of hours
- c. Procedures for notification of significant patients ahead of arrival in the ED within regional agreements for managing patient flows at times of escalation
- d. Communication strategy for updating the real-time operating status of the ED out to the public and allied organisations

## When you arrive at the hospital

**2. The Emergency Department will have suitable environments and proactive processes to greet you and on arrival quickly identify who you are and why you have attended.**

- a. Open accessible entrance and reception facilities and registration processes appropriate for all people who arrive at the ED;
- b. Provision of advice, information and direct access to refer to alternate services for navigation at the front door;
- c. Dedicated facilities and operational systems in place, for the management of patients who have arrived by Ambulance;
- d. Use of the Pathway Oriented Emergency Triage in Hospital (POETH).

## When you are examined

**3. The Emergency Department will ensure that you are directed to the right clinician, in the right place and at the right time, based on your level of need and discomfort.**

- a. Appropriate environments and facilities to maintain patient and staff safety, confidentiality, comfort and dignity;
- b. Active monitoring of the time people are waiting to see clinicians for initial assessment and to undertake diagnostic tests and procedures;
- c. Ensuring the right numbers and skill mix of staff in the right structures, are available to provide safe, timely and effective care to patients;
- d. Ensuring that patients and families are fully involved in decisions about their care and in agreeing the short term plan of care within ED.

## When you need treatment

**4. The Emergency Department will provide you with a definitive diagnosis and a range of effective interventions, treatments and advice and agree a plan for your ongoing care.**

- a. Specially designed clinical environments and dedicated facilities to provide the full range of the services and support for patients and staff within the ED;
- b. A suite of agreed clinical pathways and protocols for delivering common procedures and treatments within the ED;
- c. Access to specialist and multidisciplinary assessment for patients within the ED to avoid unnecessary inpatient admissions;
- d. Agreeing the plan of action to provide continuity care for those patients who require ongoing assessment and treatment outside the ED.

## when you are ready to go

**5. The Emergency Department will have effective arrangements in place to provide continuity of care with the minimum of delay, when you are ready to leave.**

- a. Access to refer and directly book patients for follow up appointments in allied acute, community and primary care services;
- b. Arrangements for allied departments to pull patients from the ED without delay, when they are referred for inpatient admission;
- c. Processes for monitoring, reviewing and expediting patients who experience a delay in leaving the ED or awaiting transfer to another hospital;
- d. Use of a clinical information system to track the ED episode and provide patients and allied clinicians with clinical summaries at the point of discharge