

Tayside Urgent and Unscheduled Care Programme Plan on a Page

Right Care, Right Place, Right Time

Our Vision	The Tayside Urgent and Unscheduled Care Board will work collaboratively across health and social care to sustainably improve the timeliness, quality and experience of care for people accessing urgent and unscheduled care across Tayside.				
Our Values	<ul style="list-style-type: none"> • Person Centred • Innovative and Creative 		<ul style="list-style-type: none"> • Bold and Ambitious • Committed and Determined 		<ul style="list-style-type: none"> • Kind and Compassionate • Open and Honest
Guiding Principles	<ul style="list-style-type: none"> • True whole system approach • Equity of provision across Tayside 		<ul style="list-style-type: none"> • Support Realistic Medicine Principles • Services built and led around people 		<ul style="list-style-type: none"> • Services are safe, affordable and sustainable • Right Care, Right Place, Right Time
Strategic Priorities	1. People Supporting people to stay safe and well, involving people in decisions, optimising staff and patient experience of urgent & unscheduled care.		2. Pathways Delivering integrated pathways of care which are visible, timely, patient centred and responsive to meet individuals' needs.		3. Places Working collaboratively to use our places of care proactively to deliver optimal health and wellbeing, removing barriers to accessing services
	Optimising Urgent & Unscheduled Access <ul style="list-style-type: none"> -This workstream is about using the agreed tools and principles for patient flow to ensure all inpatient areas in Tayside have efficient patient assessment and discharge planning, resulting in minimal time in hospital and reflected with length of stay performance within upper quartile targets. - Develop standardised and shared approaches for assessment and decision to direct people to the right person, right place. - Enhanced communication and coordination between services to provide a seamless patient journey in and out of hours. 	Integrated Community Care <ul style="list-style-type: none"> • Development of health and social care multi agency models of care offering alternative pathways to admissions rehabilitation and transition from hospital. • Develop pathways for people to access early intervention, by the right professional, and promoting self management. • Grow new models of care through a 'people and place based care' lens supporting peoples needs as close to home whenever possible. 	Care Closer to Home <ul style="list-style-type: none"> • Provide consistent, safe, resilient and sustainable community services that offer appropriate alternatives to acute hospital admission. • People return to the home they were admitted from and only explore alternatives if this is not possible, without delay. • Provide clear messaging to enhance understanding of available services in peoples communities, ensuring equity of access. 	Optimising inpatient Patient Flow <ul style="list-style-type: none"> • Proactively managing front door flow through integrated working with partners and considered for management on an ambulatory pathway if clinically appropriate. • Optimise demand by expanding decision support, navigation, and scheduling urgent care • Develop adult inpatient pathways that support flow by early identification, streamlined processes, collaboration, rehab-focused and patient-centred care 	Performance 95 <ul style="list-style-type: none"> • Whole system approach to deliver timely, safe, person centred, effective, efficient and equitable services for people with people who have clinical need for acute urgent and emergency care. • Demand optimisation to ensure right person, right place outcomes • Improving efficiency and productivity of pathways to reduce delays to next appropriate place of care
	Virtual Capacity <ul style="list-style-type: none"> • Creating person-centred options that supports early identification of need, avoid the need to move into hospital for treatment, enabling earlier discharge, remote monitoring and treatment outside the acute care environment. • Extending post-discharge monitoring based on individual need to stay well beyond acute intervention, supporting chronic conditions within our community. 				
	Discharge Without Delay <ul style="list-style-type: none"> • Improve the patient journey, from the initial point of a hospital stay, preventing any delays through early and effective planning. • Provide continuity of care promoting timely "discharge to recover and then assess" pathways, based on integrated, personalised care planning and shared decision making. • Home First approach to support people back home from hospital and support people to keep well at home 				
	Enablers across Strategic Priorities				

Tayside Urgent and Unscheduled Care Programme Board

The Urgent and Unscheduled Care Programme Governance Overview

Tayside Urgent & Unscheduled Care Programme Vision

The Tayside Urgent and Unscheduled Care Board will work collaboratively across health and social care to sustainably improve the timeliness, quality and experience of care for people accessing urgent and unscheduled care across Tayside.

Tayside Urgent & Unscheduled Care Programme Aim

To provide a credible, collaborative change programme that sustainably improves the timeliness, quality and experience of care for people accessing urgent and unscheduled care across Tayside, maintaining and driving Tayside as best in class nationally against ED 4 hour Emergency Access Standard, meeting or exceeding the national standard of 95%.

- 1. People**
Supporting people to stay safe and well, involving people in decisions, optimising staff and patient experience of urgent & unscheduled care.
- 2. Pathways**
Delivering integrated pathways of care which are visible, timely, patient centred and responsive to Meet individuals' needs.
- 3. Places**
Working collaboratively to use our places of care proactively to deliver optimal health and wellbeing, removing barriers to accessing services



- Optimising Urgent & Unscheduled Access
- Integrated Community Care
- Care Closer to Home
- Optimising Inpatient Patient Flow
- Performance 95

