



engage:

November 2016

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EDITION 8



▲ PAEDIATRIC OPD AND URGENT CARE CENTRE AT CONNOLLY HOSPITAL



▲ PAEDIATRIC OPD AND URGENT CARE CENTRE AT TALLAGHT HOSPITAL

Paediatric OPD and Urgent Care Centres at Tallaght Hospital and Connolly Hospital

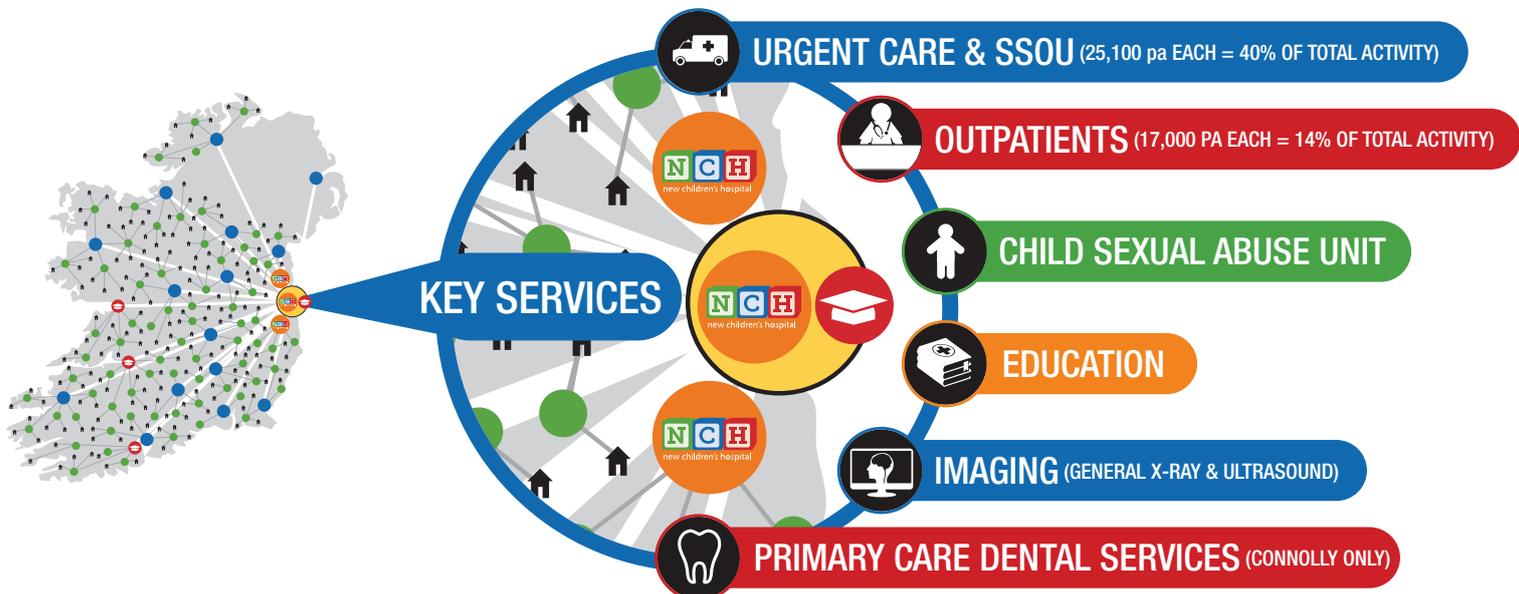
Ireland is transitioning to a new national model of care for paediatric services. The new children's hospital is central to this model of care and is only one element of this change.

The accepted best practice in the healthcare community involves treating the vast majority of children as close to home as is medically appropriate – and in the majority of instances, treatment is delivered on the same day. The new model of care will ensure that patients will receive consistent care regardless of whether they are being treated in a regional centre, a Paediatric OPD and Urgent Care Centre, in their local hospital or in the new children's hospital. That is why we are building a hospital and two Paediatric OPD and Urgent Care Centres to meet the local paediatric service need in the greater Dublin area.

These centres will support the hospital in the provision of high quality, safe, accessible and secondary paediatric care to children and young people who live in the greater Dublin area and will play a critical role in the delivery of the model of care developed by the National Clinical Programme for Paediatrics and Neonatology.

These services will facilitate the delivery of care in centres that are as close to home as possible 'delivery of the right care, at the right time, in the right facility'. Each centre will provide consultant-delivered emergency care, with Short Stay Observation Unit (SSOU) beds (6-8 hours) and appropriate diagnostics. Urgent Care, SSOU, OPD clinics e.g. general paediatrics and trauma orthopaedic clinics, will open from 08.00 to 24.00.

Services to be delivered at Paediatric OPD and Urgent Care Centres



Paediatric OPD and Urgent Care Centres



“ The Paediatric OPD and Urgent Care Centres represent an opportunity for the Connolly Hospital campus to be a central part of the network of paediatric care centres in the greater Dublin area. Along with the Paediatric OPD and Urgent Care Centre at Tallaght Hospital, it will support the new national model of care for paediatrics in delivering “the right care, at the right time, in the right facility”. The Paediatric OPD and Urgent Care Centres will be governed and staffed by the Children’s Hospital Group and will provide secondary care to children and young people. There will be consultant-delivered urgent care services for illnesses or injuries that are not life or limb-threatening but that require expert timely care. These urgent care centres will open 365 days a year and will open from 08.00 - 24.00. There will also be outpatient services at the centre including general paediatrics clinics, orthopaedic fracture clinics and a Child Sexual Abuse Unit. In addition there will be a HSE paediatric primary care dental service under the governance of HSE primary care.



Margaret Boland
CEO CONNOLLY HOSPITAL

“ As the OLCCH paediatric emergency medicine representative on the board of the Urgent Care Centres, I am part of a multidisciplinary team who meet monthly to assist with the service design and planning of the centres.

The paediatric urgent care centres on the host hospital sites at Tallaght and Blanchardstown will represent a new kind of care for children and young people in Ireland, in keeping with the principal of providing suitable care close to home.

They are aimed at the child with a common minor illness or injury which cannot be managed by the general practitioner but does not require the services of an Emergency Department.

The centres will be open every day, and will be staffed by specialist trained paediatric staff, comprised of nurses, nurse practitioners, junior doctors and consultants.

The Urgent Care Centres will use the Irish Children’s Triage System to prioritise the order in which children are seen, and the facilities will include the capacity to perform common investigations including some radiographic imaging where indicated. There will be provision for observation medicine for up to 6 hours for children who require it, but no overnight beds as the centres will close every night.

Carol Blackburn
PAEDIATRIC EMERGENCY MEDICINE REP OUR LADY’S CHILDREN’S HOSPITAL CRUMLIN



Deirdre Sheehan
HEALTH AND SOCIAL CARE PROFESSIONAL REP OPD & UCC PROJECT BOARD

“ I was invited to join the Paediatric OPD and Urgent Care Services Project Board in July 2015 and so I have been involved as a Board Member and HSCP Representative for over a year now.

Our objectives from the outset have been to open the Urgent and Ambulatory Care Centres with the required workforce, ICT infrastructure, equipment, facilities and standardised processes to provide the right level of care, at the right time, close to home, to children with a range of clearly defined injuries and illnesses. This model includes rapid access to consultant paediatricians to support the care and decision making provided by community based clinicians.

I see the Satellite Centres providing an invaluable connection between Community Health Care Organisations and GP Practices on the one hand and the acute national paediatric hospital on the St James’s Hospital campus on the other, ensuring that children and families are directed to the setting that fits best with the level of multidisciplinary specialist care they need.

In an ideal world, our Paediatric Urgent and Ambulatory Model of Care would have been developed and agreed in advance of designing the two centres and planning the workforce and infrastructure, so in many regards we are now playing catch up. Certain factors have influenced the order in which the needs of this project have been identified and put into place, including the 2013 NHS report into transforming Urgent and Emergency Care Services in England and the completion of the National Models of Care for Paediatrics and Neonatology and Emergency Medicine here in Ireland.

A number of HSCP cross hospital representatives have been involved since early in 2016 in multidisciplinary Clinical Services and Clinical Support Services work streams tasked with scoping out and planning how services will be delivered in the Urgent and Ambulatory Care Centres. At this point in the project plan, some decisions have been made regarding which HSCP professions (Therapy and Diagnostic) will have a workforce based on the campus at both Tallaght and Connolly Hospitals. There remains a level of consultation yet to be undertaken with specific professions in the HSCP Group before the Model of Care can be considered complete, to sense check that the vision of how multidisciplinary services will be delivered is a shared one, providing appropriate access to HSCP delivered services across both sites.

Based on current timelines, we are within two years of opening the first Satellite Centre on the Connolly Hospital campus. Much work has been done and there is much yet to do. I foresee the work of the project team, project board and decision making Integration Executive Committee continuing for some time to come to co-ordinate the smooth and safe movement of staff, services and patients until both centres become fully operational as part of the Children’s Hospital Group.

David Coghlan
CROSS HOSPITAL LEAD SPECIALIST IN GENERAL PAEDIATRICS

A satellite centre at a glance...

- Over **5,000m²** of clinical and non clinical workspace
- Part of a **network of care** with the new children’s hospital in line with the National Model of Care for Paediatrics & Neonatology
- 25,000** Urgent Care attendances per annum
- Co-located with adult teaching hospitals at **Connolly** and **Tallaght** with opportunities to share non-clinical services
- Over **16,000** Outpatient Department attendances per annum
- 10** Urgent Care Assessment Cubicles and **6** Short Stay Observation Beds
- Radiology Department providing **x-ray & ultrasound**
- General Paediatrics** clinics including Rapid Access
- Orthopaedic **Fracture Clinics**

“ I have been a member of the Paediatric OPD and Urgent Care Centres Project Board since it was established in September 2015. As a Board, we meet regularly to review progress and to ensure alignment with the National Model of Care for Paediatrics and Neonatology. The decisions the Board must consider span the entire project from clinical services to ICT to the physical building.

The Paediatric OPD and Urgent Care Centres will deliver outpatient services in addition to urgent care. It has already been agreed that 40% of general paediatrics activity will be delivered across the centres, in order to provide care as close to home as possible. A project has recently commenced to establish an academic department of general paediatrics and to implement a new national model of care for general paediatrics. This project will involve general paediatricians from across the three children’s hospitals coming together to provide input into four priority areas:

Priority Areas within General Paediatrics



It is envisaged that general paediatrics will become a cornerstone speciality that is capable of providing end-to-end management for the vast majority of patients referred to the service, whilst identifying those patients who require onward referral to a tertiary specialist.

The ways of working and culture within the department of general paediatrics will be guided by the following key principles:

Principles for the General Paediatrics Service

- Equity and parity of service
- Efficient and effective service
- Cross Hospital teamwork - implementing a model of care
- Continuous quality improvement
- Compassion and honesty

The general paediatrics project is an important component of the Children’s Hospital Group Programme. The successful implementation of this new model will have beneficial impacts across a range of other specialities.

Patient's Journey Mapping

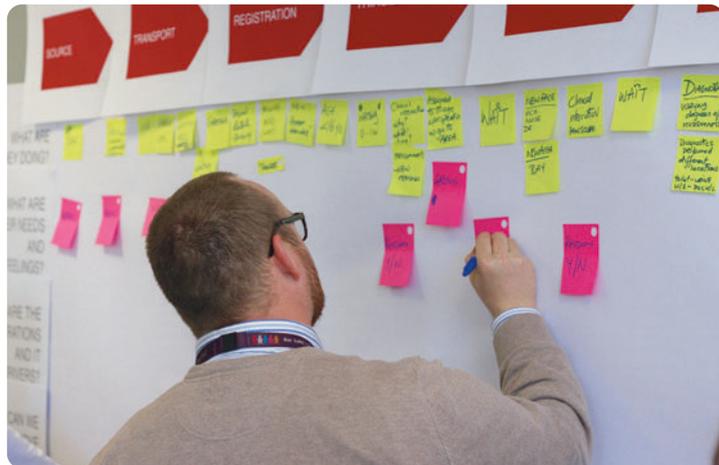
As we've closed out the building design for the Paediatric Out-Patients and Urgent Care Centres, the focus has increased on the design of the services that will be located at both centres.

This service design has commenced and includes mapping out of the patient's journey through the Paediatric Out-Patients and Urgent Care Centres in Tallaght and Connolly upon their opening in 2018. A patient journey map is a visual representation of the relevant steps that will support a patient's interaction with the Paediatric OPD and Urgent Care Centres and was completed following input from three patients who attended each of the Emergency Departments in the three sites.

The patient journey below was mapped out with input from medical, nursing, HSCP, operations and ICT from across the three children's hospitals, Our Lady's Children's Hospital Crumlin (OLCHC), Temple Street Children's University Hospital (TSCUH) and the National Children's Hospital at Tallaght Hospital (NCH). This patient journey is only the start of the design of the urgent care service and will continually evolve as we work together with the Design Groups and move closer to the opening of the Paediatric Out-Patients and Urgent Care Centres in 2018.



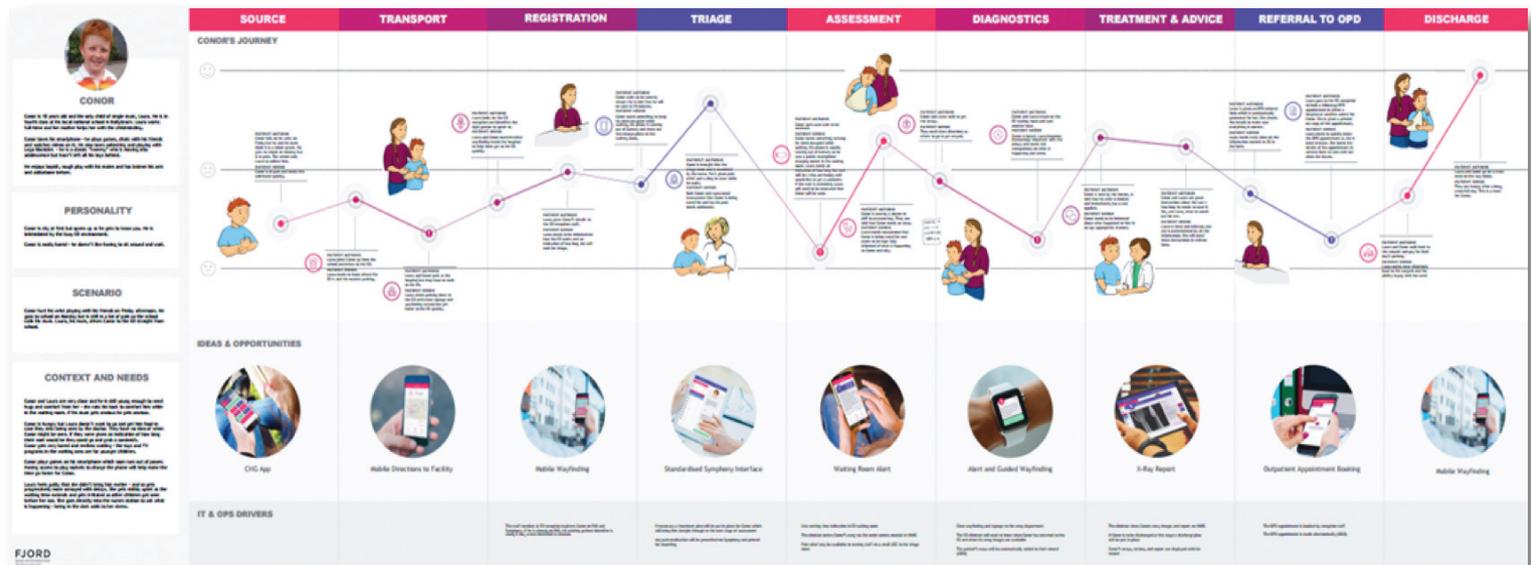
▲ STAFF INVOLVEMENT



▲ STAFF INVOLVEMENT - MICHAEL BARRETT (OLCHC) MAPPING THE PATIENT JOURNEY



▲ GATHERING THE VIEWS OF THE YOUTH ADVISORY COUNCIL



▲ PATIENT JOURNEY MAP