Better outcomes for older Australians NDHP4
Hornsby Ku-ring-gai Hospital and Community Services
The ACE Model of Care - The Emergency Department

The following flow chart represents the Emergency Department after May 2002 for a functional Australian over 65 years who has developed an Acute Medical Illness

Patient arrives usually by Ambulance

Triage Nurse consults carer/family and referral letters, prioritises and paper work commenced

Acute
Syncope? Cause, hypertension, hypo/hyperglycaemia, low Hb, etc

Assessed by nurse, seen by MO or staff specialist

Admit or not

Discharge

Leverage point
ASET assists and a resource for Risk Assessment and Discharge Planning Tool and also Discharge services

May refer to RDT, NSHNS, APAC, ACAT and social work

Bed Manager working towards all ACE patients going to ACE Unit Ward 1B

Follow usual care

Discharge from HKH

Subacute
Category 4 e.g. Fall with no suspicion of cardiac involvement

Work up attended, may include speech, physio, etc

Leverage point
Allocate to specialised Medical Team

Admit
Allocate to appropriate Medical Team

ACE or not?

YES

Bed available on the ACE unit

NO

Follow ACE Model of Care

Patient brings Health Assessment or Care Plan completed by GP if available

Resuscitation
If trauma/medically compromised i.e. hypotensive, bradycardia, loss of consciousness etc

Review Risk Assessment and Discharge Planning Tool

YES

NO

Follow usual care

Leverage Point
Allocate to specialised Medical Team

ACE or not?

YES

Bed available on the ACE unit

NO

Follow ACE Model of Care

Note: The areas defined in blue denote the ACE discharge planning flow. Pink boxes denote leverage points. A leverage point is an opportunity of improving patient care by changing a process.

Note: The areas defined in green (light grey) denote the ACE ED flow. Pink (grey) boxes denote leverage points. A leverage point is an opportunity of improving patient care by changing a process.

RDT - Rehabilitation Discharge Team
NSHNS - Northern Sydney Home Nursing Service
APAC - Acute Post Acute care
ACAT - Aged Care Assessment Team