

Improving Quality and Safety of Care in Accident and Emergency for People with Dementia

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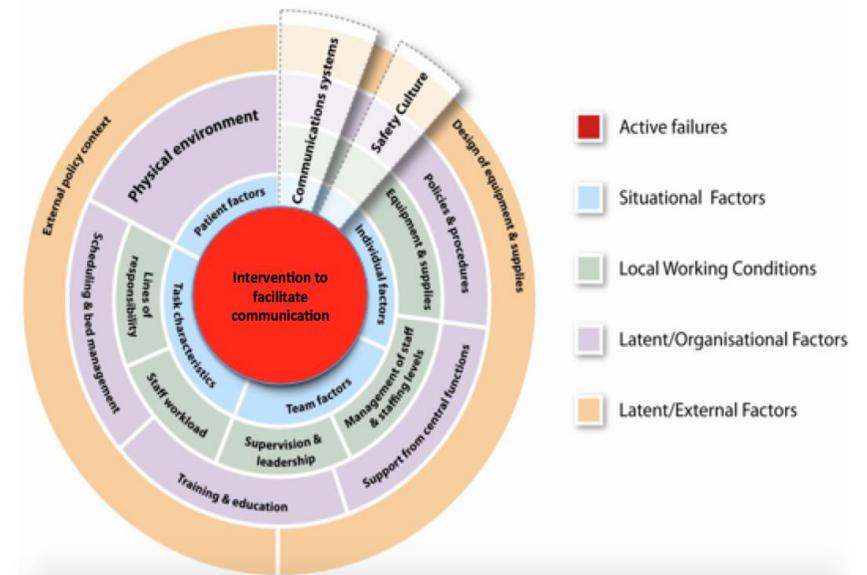
Background: People living with dementia are frequently affected by one or more co-morbid health conditions, which makes them frequent recipients of acute care. Research indicates that people with dementia have worse medical outcomes, and experience poorer care than those without dementia. In particular, patients with dementia are more likely to experience preventable harm from falls, or serious medication errors, and /or be subjected to inappropriate or invasive treatment. Additionally, they are 30 times more likely to develop delirium.

Aim: The principle aim of this project is to improve the quality and safety of care provided in A&E – often the first port of call during hospital admission - to patients with dementia. This will be achieved through the development of an intervention that will facilitate more effective communication between patients with dementia, their carers, and healthcare staff during unscheduled admissions to hospital from home.

Objectives:

- To gain an understanding of the current experiences of accessing care in A&E
- To understand the processes of communication which take place between patients, carers, and healthcare staff in A&E.
- To determine what information is required by healthcare staff to provide high quality, safe care
- To determine what information patients and families feel is required to ensure wellbeing and safety
- To use collaborative design approaches in the development of an intervention which facilitates the transfer of vital information in A&E.

Methods: Mixed methods research using both survey (sample size min 372) and interviews (max 80). The intervention design will be informed by principles of asset based problem solving and positive deviance, and the analysis of the overall 'safety culture' in A&E assessed using the Yorkshire Contributory Factors Framework.



Potential project output: adapted from the Yorkshire Contributory factors framework (Lawton et al, 2012; BMJ Q&S)

What is asset based problem solving? Asset based problem solving is an approach based on personal and collective empowerment. It recognizes and values the combination of human, social, and physical capital that exists within an organisation and uses that as a starting point to create solutions based on what people value most.

Research Process

