

# Embedding a Health Improvement Ethos in our Emergency Department

Authors: **Dr Joanne Ollerton** FRCEM, **Prof Frank Coffey** FFSEM FRCEM,  
**Lucy Morris** MNursSci, **Katherine Biddulph** BSc MSc

Nottingham Department of Research and Education for Emergency Medicine, Acute Medicine and Major Trauma

	<p>We aim to create an environment which moves away from simply treating patients, to develop a culture which actively promotes health improvement and supports the local population to live healthier and longer lives</p>	<ul style="list-style-type: none"> <li>The NHS Long Term Plan [1] commits resources nationwide to address health disparities shifting focus to prevent ill health by concentrating on well-recognised factors enabling people to live healthy, longer lives [2].</li> </ul>
	<p><b>We have enormous potential to deliver health improvement interventions with an annual attendance in our ED of c 200,000 people each year</b></p>	<ul style="list-style-type: none"> <li>For vulnerable patients, especially those not accessing help elsewhere, attendance at ED presents an opportunity to discuss choices such as smoking, alcohol and substance use as well as to review wider social, economic and environmental factors which influence people's mental and physical health. e.g. housing, food poverty, loneliness etc.</li> </ul>
	<p>We will embed an <b>ethos of health improvement</b> in ED, equipping staff with the skills to deliver healthy lifestyle messages and refer/signpost patients to a range of local services to support their individual needs</p>	<ul style="list-style-type: none"> <li>Actions include close working with ICB partners, access to key stakeholders in the local community, trialling ED social prescribers and other teams in ED, developing ED Health improvement Champions and specific training for all ED staff with a dedicated Health Improvement Team in ED to continually develop and promote our work</li> </ul>

## Stakeholders:

We continue to establish links with services that can support patients once their medical needs in ED are met e.g. Age UK, Framework, RedThread, Alcohol Care Teams. Onward referral to services can be via **social prescribing link workers** embedded in ED or via referrals through our Electronic Patient Record system.

This is opportunistic, has high levels of patient acceptability, reaches people from some of our most deprived local areas and offers wide-reaching links to signpost patients to ongoing community support.



**ASK  
ADVISE  
ACT**

### Make Every Contact Count

Multifaceted, holistic approach to address lifestyle choices which impact on health  
Processes designed to be considerate of the challenging ED environment we work in

### Teachable Moments

Empower and educate staff to use 'teachable moments'  
Build on learning from our SCALES research project (**S**tructured **C**onversations **A**bout **L**ifestyle in **E**mergency **S**ettings)

### SBIRT

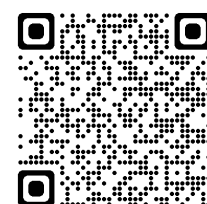
Use of SBIRT framework  
**S**creening, **B**rief **I**ntervention then **R**eferral to **T**reatment

- ASK
- ADVISE
- ACT



By investing in staff, and having a dedicated space for health improvement-related services to work from, we have created a strong and vibrant Health Improvement Team in ED.

Our growing potential to connect patients to services once they leave ED has created a model of care beyond any existing urgent or emergency care system. Our hope is that ongoing close working with system partners will bring long term benefits to our local population, reduce health inequalities and enable people to live healthier lives for longer.



## REFERENCES:

- The 2019 NHS Long Term Plan available at **NHS Long Term Plan launched - GOV.UK (www.gov.uk)** published Jan 2019
- S Steel, N., Ford, J., Newton, J. et al. Changes in health in the countries of the UK and 150 English Local Authority areas 1990–2016: a systematic analysis for the Global Burden of Disease Study 2016. *The Lancet*. 392 (10158), 1647-1661.