

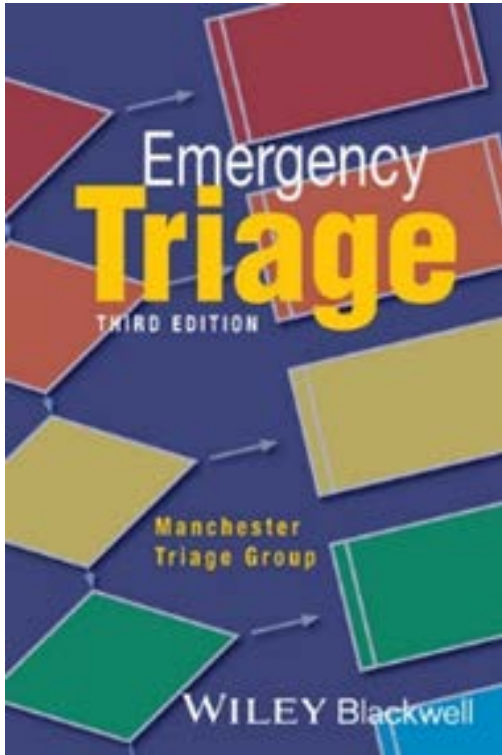


Presentation Priority Matrix and streaming/deflection

Kevin Mackway-Jones

October 2017





**Emergency
Triage**



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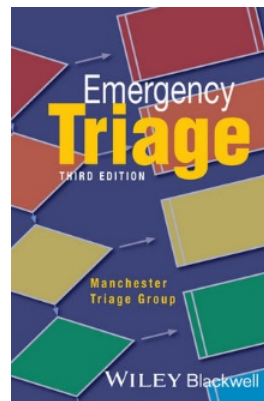


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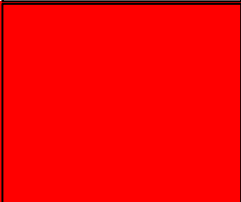

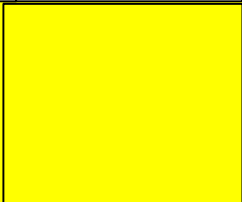
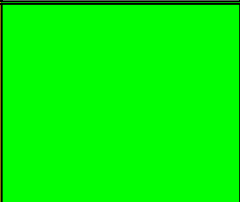

Using the intelligence of the PPM

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Streaming with MTS

- The MTS method is a 3 step process
 - Select presentation (from 53 possible)
 - Work (down) through an appropriate list of discriminators
 - Assign priority (from 5)

R	O	Y	G	B
				

Streaming with MTS

- Chest Pain, Pleuritic pain, Yellow
- Sore throat, Recent, Green
- Behaving strangely, High risk of harm to self, Orange

R	O	Y	G	B
		X		

Steaming with MTS – the PPM

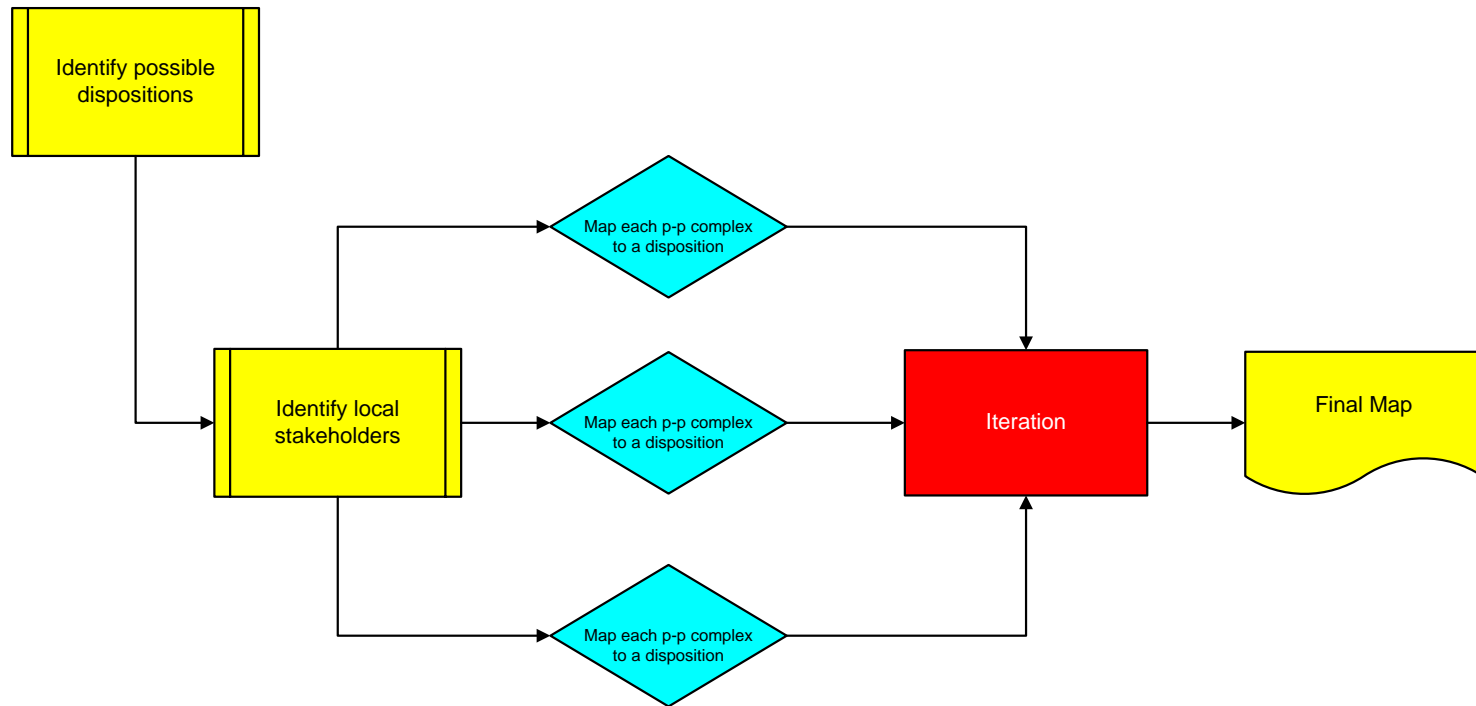
	1	2	3	4	5
Headache					
Irritable child					
Limb problems					
Limping child					
Major trauma				■	■
Mental illness				■	■
Neck pain					
Overdose and poisoning					■
Palpitations					
Pregnancy					
PV bleeding					
Rashes					
Self harm					■
Sexually acquired infection					
Shortness of breath in adults					
Shortness of breath in children					
Sore throat					



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The overall mapping process

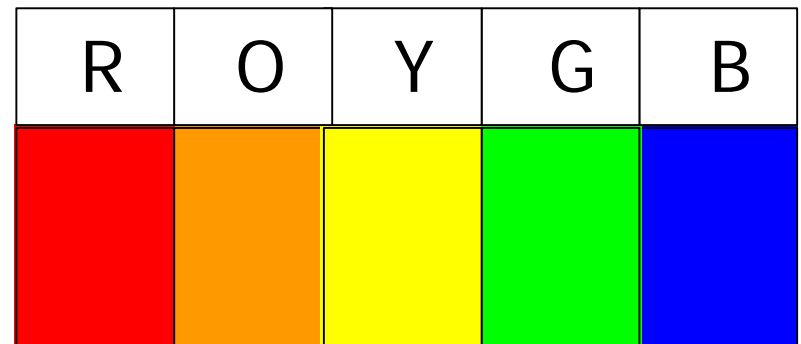
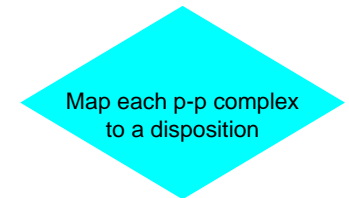


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Suggested clinical stakeholders

- ED Consultants
- ED Nurses
- Primary Care Nurses
- General Practitioners
- Primary Care Physicians
- Other local clinicians



e-Delphi



Welcome to Delphi. Please Login

Username Password



Delphi Admin My Delphis

Delphis

My Delphis
Start New

Users

My Users
Add New

Information

How does a Delphi
Work?
How does a Delphi
Work? (PDF Diagram)

Show inactive

Show entries

Search:

Delphi	Created	Questions	Consensus %	Round	Round Status	Panel Members	Actions	SI
EM Professoriate best research 2013/14 DELPHI	22/07/14	1	80	2	Open	20 (19 accepted)	Select...	Ac
Overnight	05/09/14	8	80	1	Open	25 (13	Select	Ar

Delphi 3 stages

Pre-Round 1:
Scoping
dispositions
(Optional)

- Identifies services available in location for urgent and emergency care



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Delphi 3 stages

Round 1:
Assigning
dispositions

- Dispositions assigned by panel members to each possible outcome



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Delphi 3 stages

Round 2: Iterating
disposition
assignments

- All suggested assignments are scored by the panel



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Delphi 3 stages

Round 3: Re-iterating disposition assignments

- All non-consensus assignments are re-scored by the panel



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Delphi 3 stages

Post-round 3: FtF
Consensus
meeting

- This may be followed by a face-to-face consensus meeting if some issues remain unresolved



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	1	2	3	4	5
Abdominal pain in adults	R	Ma	Ma ^P	PC	PC
Abscesses and local Infections	R	Ma	Mi	PC	PC
Allergy	R	R	Ma ^P	PC	PC
Asthma	R	R	Ma	PC	PC
Back pain	R	Ma	Mi ^P	PC	PC
Bites and stings	R	R	Mi ^P	PC	PC
Chest pain	R	R	Ma	Mi	PC
Collapsed adult	R	R	Ma	Mi	PC
Dental problems	R	Ma	Mi	Dent	Dent
Diabetes	R	R/Ma	Ma	PC	PC
Diarrhoea and vomiting	R	R	Ma ^P	PC	SC
Ear problems	R	Ma	Ma ^P	PC	PC
Eye problems	R	Ma	Mi/Eye	Mi	PC

Using the intelligence of the PPM: the DELPHI process

- The electronic DELPHI process explores suggestions and consensus amongst clinicians in a non-threatening way with equality of panel members assured, increasing participation



Using the intelligence of the PPM: the DELPHI process

- The outcomes of the DELPHI process drive locally selected pathways using local services, local knowledge and local consensus



Using the intelligence of the PPM: the DELPHI process

- For clinical teams and commissioners , the DELPHI process may also highlight :
 - Knowledge and knowledge gaps about local pathways and systems
 - Gaps or overlaps in service provision
 - Boundary issues and difference in provision across these boundaries
 - Where the reality does not match the plan



Practical steps

1. Inclusive or representative process?

- Inclusive
 - Wide ranging views
 - Whole system representation assured
 - Consensus inclusive but difficult to achieve
 - Time-consuming
- Representative
 - Less inclusive
 - Consensus easier to achieve
 - Quicker



Practical steps

2. Stakeholder group identification

- ED Consultants?
- ED Nurses?
- Local GPs?
- Primary Care Nurses?
- OOH GPs?
- Others
 - Eyes, Mental Health, Sexual Health etc etc



Practical steps

3. Identify members of each stakeholder group

- Inclusive
 - all
- Representative
 - 5 to 10 per group

4. Ensure MTS methodology is understood by all members of the DELPHI panel





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Presentation Priority Matrix and streaming/deflection

Lecture title



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