



High Impact User Team Key Roles

HIU Co-ordinator – the Champion Role

The HIU Co-ordinator will act as the primary local agent to successfully embed the HIU Service. In order to do this, the post-holder will fully understand the background and requirements and will champion the project within their own department and Trust. She/he will complete the following:

- Develop a working plan in partnership with the UH Bristol Link Matron: Identify the resources needed
- Agree schedule of contact with the Link Matron
- Promote the embedding of the service within their own Trust
- Attend the SHarED project breakthrough workshops
- Develop a local implementation plan including:
 - A project timeline
 - Identifying the most appropriate tools, documents and resources to implement into the local pathways from those provided
- Develop a high-level communication plan through: Identifying the most effective ways to engage staff in training and communication (will vary dependent on staff)
- Identifying and engaging key stakeholders locally
- Identifying how and when the wider MDT will be engaged.
- Working with the trust Communications Team
- Work with the clinical lead to develop a business case to work towards long term sustainability of the project
- Be responsible for the data collection around the HIUs
- Escalate issues to the Clinical Lead and Senior Executive Sponsor

HIU Co-ordinator – the Clinical Role

- To identify people presenting as HIUs to the emergency department
- To identify the causes of frequent attendance to the ED by thoroughly checking records and notes available
- To triage High Impact Users via EDITT (or your locally agreed triage tool) to assess priority of PSP formulation
- Co-develop PSPs for HIUs with other specialist teams and organisations within the MDT for use in the Emergency Department to inform staff and address individual patient needs
- Ensure safe, appropriate, effective, and sustainable care for the individuals through the use of PSPs
- Provide high quality nursing experience and clinical advocacy to meet the needs of the patient
- To liaise with internal and external specialist teams, according to their involvement with the service user, to identify needs and solutions
- To monitor and update existing PSPs as required/annually
- Governance of PSPs including regular updates
- To hold and chair regular multi-agency HIU Meetings
- To send letters to service users to inform them of the process and invite contribution to their PSP by completing the questionnaire or meeting to discuss
- To contact patients GP to invite contribution

- To deliver regular training sessions to the ED staff and promote a positive culture around HIUs
- To act as a point of referral for other members of staff
- Report writing and data collection, for example contribution to the annual ED report, risk management reports, complaint reports

Clinical Lead

This role requires clinical experience, particularly working with HIUs, credibility and leadership skills. Working collaboratively across existing ED networks is desirable. The HIU medical lead role entails:

- Providing day to day medical leadership to the project
- Reviewing and verifying every PSP written by the HIU Team, except for patients whose PSPs are predominantly social
- Liaising with medical/surgical specialties on an individual patient basis where required to assist in developing the PSPs
- Risk assessing individual cases
- Liaising with Trust legal team regarding patients as necessary
- Championing of project on the shop floor including raising awareness of the HIU Team at ward rounds, handover and when supervising junior doctors and Emergency Nurse Practitioners (ENPs)
- Writing and presenting reports including annual HIU activity report, contributing to business cases for funding to make the team sustainable
- Presenting project work in a variety of formats to ED staff including formal teaching sessions and junior doctor induction
- Working with other EDs within professional networks and liaising with ED consultants/HIU clinical leads in other EDs to make joint plans for patients who are users of multiple EDs
- Briefing the Executive Sponsor on progress, success, and challenges
- Be responsible for sending out the Culture Survey to ED staff

ED Matron

- Direct involvement in HIU meetings to escalate and address issues
- Review any new PSPs as requested
- Act as change agent, promote HIU work in clinical practice and at all levels to enable self-management across MDT
- Ensure that the HIU service is high on the agenda of any specialty reviews in order that the senior ED team and medical directorate are informed of progress and the impact the service is having

Other key stakeholders

- Senior Executive Sponsor - We recommend having a Senior Executive Sponsor to raise the profile of this work and troubleshoot when problems arise.
- Senior medical and nursing team – it is important to gain commitment to project and be an advocate at all times
- Data analyst – providing monthly updates on HIU attendances
- Receptionists/Patient Flow Co-ordinators – need to be on board to flag up PSPs as patients arrive in ED so that they can be implemented promptly

- Administrative support
- Plan for a future workforce that may include a HIU Co-ordinator, using data gathered from the SHarED project
- Support and ensure the wellbeing of the HIU Co-ordinator; they may benefit from clinical supervision as this role can be pressured and intense