The Combined Assessment Unit at Crosshouse Hospital opened in April 2016. It aims to deliver high quality, evidence-based care to patients in a person-centred, safe and effective manner by early assessment, early senior clinical decision making and treatment by a multidisciplinary team.

The Unit consists of:

- Initial assessment area (IAA) – 3 bays, open 24/7
- Ambulatory/Rapid Assessment Area – 6 assessment bays with couches, 4 chairs
- Consultant Cover with real time reviews 7/7 0900-1800
- CAU-bedded area – 35 single rooms including 4 monitored rooms, open 24/7
- Clinical Decisions Unit (Short Stay Area) – 11 single cubicles open 24/7 includes DVT service and OPAT
- Consultant Cover 7/7 0900-1800 (1200 Sundays) with real time reviews.

We designed a streaming tool to ensure the correct patient goes to the correct area to ensure swift delivery of care by the right team.

The CAU is fully committed to our continued commitment to pursuing the three Quality Ambitions of safe, effective and person-centred care, as set out in the Quality Strategy.

Using tool and data from April 2016 until mid August 2017 the use of the streaming tool has meant:

- 26% CAU inpatients were discharged from department avoiding taking a downstream hospital bed (8595 patients)
  Average LOS is 22 hours
- Rapid Assessment/Ambulatory Area has had a same day discharge rate of 83% avoiding admission to CAU or downstream hospital bed (2487 patients) Average LOS is 6 hours
- Short Stay area has a discharge rate of 84% avoiding admission to downstream hospital beds (4542 patients)
  Average LOS 19hrs
- Red flag identification of unwell patients in initial assessment seen 3.3% patients sent immediately to high care or ITU area (663 patients)