



# Integrated Healthcare Conference:

## *Advancing Urgent & Emergency Care*

Liffey Hall B, Convention Centre Dublin  
4 September, 2025. 14:25 – 15:40



Rialtas na hÉireann  
Government of Ireland



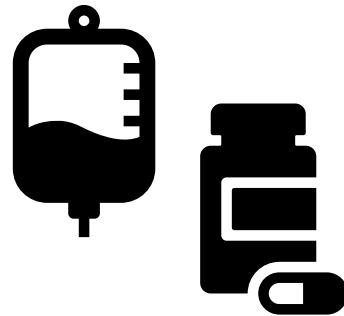
# Introduction & Welcome

**Grace Rothwell, National Director, Access & Integration**

Access to healthcare encompasses the **availability, affordability and utilisation** of healthcare services by individuals ***irrespective*** of their **socioeconomic status, geographic location or other barriers.**



**Supports individual wellbeing and societal health**



**Enables prevention, timely diagnosis and treatment**



**Promotes overall health, improves health outcomes and reduces health disparities**



# What is 'access' to healthcare

Improving access to healthcare is about *breaking barriers* to ensure everyone can receive the necessary care they need, when they need it.





# Advancing Urgent & Emergency Care

- Key area in respect of Access
- What are the key Challenges ?
- What are the key Solutions ?
- What can be done short term – ‘winter is coming’ ?
- What can be done in the medium & longer term ?
- 3 Key Areas of Focus:
  - Operations Management
  - Reduce Delayed Transfers of Care
  - ‘Join the Dots’



# Operations Management

- Person in Charge of Operations every day - single point of access & authority x 7 days
- Knowing who is in the house, ensuring a 'Plan for Every Patient' & no delays in the patient journey !
- Knowing daily demand & creating capacity on and off site to meet that demand – every bed counts !
- Ensuring Diagnostic Capacity to meet daily demand
- Optimising the range of Community Services to support acute flow
- Collaborating with colleagues to support safe and timely discharge from the acute hospital
- Always have a plan !
- Access & Integration Support Programme, September – November 2025





# Reducing Delayed Transfers of Care

- PDDs assigned within 24hrs of admission
- Weekly meeting, ward by ward, identifying patients that will likely require some support on discharge
- Active DToC List & Background DToC List
- Visibility of community capacity & status of closed beds & new beds coming on stream
- Daily linkage with community colleagues regarding capacity available & planned
- Weekly formal meeting on the Active DToC List to agree Discharge Plans & Discharge Dates
- Access & Integration Support Programme, September – November 2025



# Reducing Delayed Transfers of Care

- Injury Units to support ED Avoidance x 7 days.
- Rapid Access Clinics to support Admission Avoidance x 7 days.
- In-reach to Nursing Homes to keep residents well at home x 7 days.
- CAMHS & Mental Health Services Liaison Teams – 24/7.
- GPs able to talk to Consultants & Consultants able to talk to GPs x 7 days.
- Accessing Diagnostics – Radiology, Endoscopy etc. x 7 days.
- Admissions to Community Beds x 7 days.
- Timely access to Community Supports post-acute episodes of care x 7 days.
- Signposting & Connecting Services!

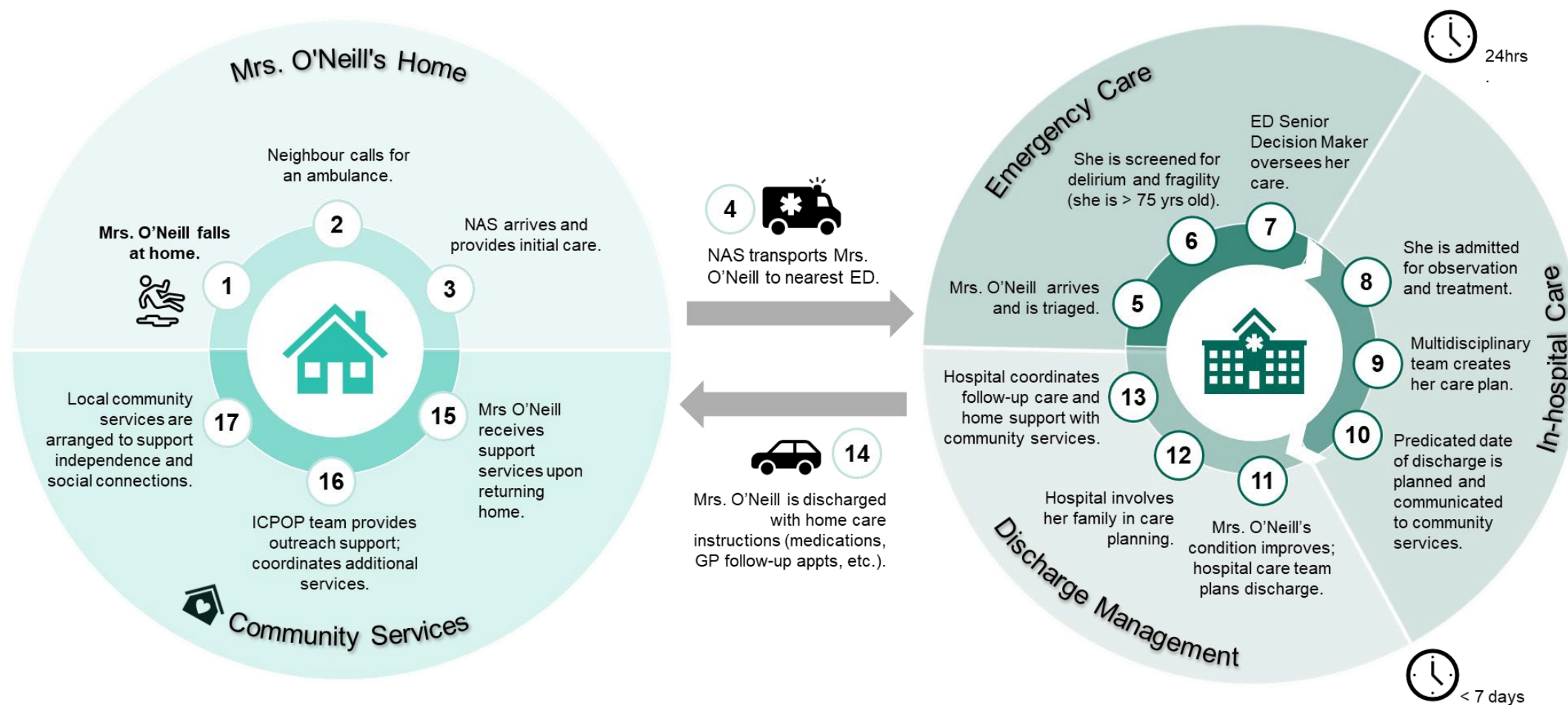




# Joining the Dots:

Integrated patient journey across the healthcare system

## Mrs. O'Neill falls at home





It always comes back to...  
**Right place, right time, at the  
lowest level of complexity.**

# It starts with our people



**Patient-Centred Culture**



**'Can do'  
Mindset**



**Integration &  
Collaboration**



**Leadership**



**Teamwork**



# Panel Discussion

**Dr Andy Phillips, REO**

**Sonya Cotter, IHA Manager**

**Orlagh Kavanagh, AND A&I**

**Paddy Clerkin, IHA Manager**

**Eamonn Dolan, Regional Clinical Director**

**Grace Rothwell, ND, A&I**