

Benefits of using ARC

The wards that have been involved in this project have seen a 15%-20% reduction in their average length of stay through using ARC, allowing them to admit more patients.

Teams know what actually gets in the way of providing the great care that they want for their patients, empowering them to respond quickly to delays that are within their gift to resolve and appropriately escalating those that are not.

ARC puts the patient at the heart of care, bringing the whole team together under a shared purpose, improving communication and contributing to a culture where delays are not accepted as the norm.

“For me, as a ward manager, this has been one of the best tools I have used. It really helps to coordinate care for our patients on the ward”

Sonja Robson, Ward Manager, Mallard Ward,
Doncaster Royal Infirmary

“Surprisingly, although we are seeing more patients on the ward, it doesn’t feel busier; in fact it feels calmer as everyone is clear about what needs to happen to get our patients home” Kay Brighton, Sister, Ward 9,
Hull Royal Infirmary

Achieving Reliable Care

ARC

Improving Culture,
Safety and Flow

For more information contact us at:

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An evidenced-based improvement tool
which focuses on the variability of
patient care, helping patients to
get what they need, when they need it.

If we consider that the fundamental purpose of healthcare is to safely and reliably provide what each and every patient needs, when they need it, how do we know that we are reliably delivering this basic principle?

All patients have a plan of care developed when they are admitted to a hospital bed, but the knowledge of that plan is often dispersed across many documents and many professionals' heads. There is evidence that the majority of patients do not receive their plans in a timely manner or even in full. There is also a huge variation from patient to patient. On average almost 50% of the time spent by patients in a hospital bed, nothing is happening.

The Improvement Academy has been working with frontline teams to develop and test our intervention which works at ward team and individual patient level to improve the reliability of patient care.

Achieving Reliable Care (ARC) provides a consistent approach to the delivery of all patient care, reducing variability and demonstrating that patients get what they need when they need it. And when they don't, the reason why.

ARC is an intervention which is used by ward teams to bring all aspects of the patient's plan together in one place, improving the coordination of care across the multidisciplinary team.

