



Experience Day 5: The Danish Journey in Acute Care – from Helicopters to Home (Copenhagen Emergency Medical Services and Herlev Hospital including CAMES)

The outcome of patients in need of urgent care is dependent on the early intervention by both the community and pre-hospital services in Emergency Departments. The Danish acute care system was developed on the basis of a national plan, and in recent years the development of community care services and collaboration with patients has undergone substantial improvement.

In this experience day visit, participants will experience the acute care system from inside. At the Copenhagen Emergency Medical Services you will learn how to handle emergency and other health related calls, how the ambulances are dispatched, how artificial intelligences support decision making, how volunteer citizens responders are engaged, and how patients have 24/7 access to acute care. It is all coordinated with the aim of providing the best and relevant patient care with easy access. The overall purpose is to provide the best and safe care for each patient and in order to do that we need to focus on the flow in our services.

Participants will also see how a new emergency department is built and how the flow, coherence, and safety is built into the acute care system.

During the Experience Day you will learn:

- How medical care can be concentrated at fewer, highly specialized hospitals and emergency departments
- A way to coordinate between the Emergency Medical Centre and the hospitals (dispatch center, ambulance services, emergency departments)
- How we plan the newest and largest acute care ward in Denmark and how we train the staff in order to secure the flow and other competencies needed for tomorrow's patients

Organisations

Copenhagen Emergency Medical Services' key role is to provide immediate care to people with acute illness or injury in the Capital Region of Denmark. Copenhagen EMS is, among other things, responsible for responding to emergency related 1-1-2 calls, the ambulance service, dealing with major incidents, patient transport, and the out-of-hours Medical Helpline 1813.

Herlev and Gentofte Hospital is the second largest highly specialized hospital in the region with 957 beds, 119.091 hospitalizations, and 668.957 outpatient visits (2018). The Hospital is the largest emergency hospital in the region with 146.031 visits per year in the emergency clinic and the hospital is building a new emergency "house" that will be ready for patients 1 November 2020.

CAMES - Copenhagen Academy for Medical Education and Simulation - consolidates the Capital Region of Denmark's research, development, and training activities in the fields of medical and surgical simulation. The goal of all CAMES' activities is to enhance the quality and safety of patient treatment.



Programme for the visit

Time	Activity
8.15 - 9.00	Transport from Conference Venue, Bella Center to Copenhagen EMS – the garage, Telegrafvej 6, Ballerup
9.00 - 10.00	<p>Welcome to Copenhagen Emergency Medical Services and the Danish acute care system It takes a system to save a life! Though it may be individuals who perform CPR, attach and use the defibrillator, or even administer medications and advanced medical interventions, it is a system that makes it all possible. Cooperation between the dispatch centre, the ambulance services, and the emergency departments are essential in saving lives.</p> <p>The transformation of the acute patient care in Denmark reflects a general shift in healthcare delivery nationwide – namely the concentration of medical care at fewer, highly specialized hospitals and emergency departments.</p>
10.00 - 10.20	Refreshments
10.20 – 11.20	<p>World cafés:</p> <ul style="list-style-type: none"> ● Development and use of Artificial Intelligence ● Access to acute care around the clock ● How the patient voice is more reliable than health care professionals! ● Transportation to the hospital – ambulance, mobile critical care unit, neonatal ambulance ● How volunteer citizen responders help save lives! ● Sociolancen: combining social care and healthcare for the most vulnerable citizens, i.e. homeless people ● Tactical Emergency Medical Services and Mobile Casualty Clearing Station ● Acute care services in the local community
11.20 - 11.40	Reflections and discussion in plenum
11.45 - 12.15	Transportation to <i>Herlev Hospital</i>
12.15- 13.00	<p>Lunch – Cames (25. Floor) Welcome to <i>Herlev Hospital</i> Short presentation of the hospital and its place in acute care</p>



13.00 - 16.00	Three groups (25-30 participants) in three different stations.		
	Group 1	Group 2	Group 3
	<p>13.00-13.45 Guided tour in the Acute care ward.</p> <p>How do we provide flow in the ward giving the physical limitations?</p> <p>How do we prepare for the move into new buildings and how will that affect our work flows and the patient flow?</p> <p>Including: Reflections and discussion</p>	<p>13.00-14.00 Guided tour to the newly build acute care ward, presentation of acute care in the 21st century</p> <p>How do we prepare for new workflows and what do we think will be our strengths and weaknesses regarding patient flow and patient safety in the new surroundings?</p> <p>Including: Reflections and discussion</p>	<p>13.00-14.00 Going to 25th floor! Visit to <i>Copenhagen Academy of Medical Simulation (CAMES)</i></p> <p>How do we train the staff from the emergency department in order to secure the flow in the acute ward and the competencies necessary for tomorrow's patients?</p> <p>Including: Reflections and discussion</p>
	13.45-14.00 walk to new buildings	14.00-14.15 walk to Cames	14.00-14.15 walk to Acute ward
	<p>14.00-15.00 Guided tour to the newly build acute care ward, presentation of acute care in the 21st century</p> <p>How do we prepare for new workflows and what do we think will be our strengths and weaknesses regarding patient flow and patient safety in the new surroundings?</p> <p>Including: Reflections and discussion</p>	<p>14.15-15.15 Going to 25th floor! Visit to <i>Copenhagen Academy of Medical Simulation (CAMES)</i></p> <p>How do we train the staff from the emergency department in order to secure the flow in the acute ward and the competencies necessary for tomorrow's patients?</p> <p>Including: Reflections and discussion</p>	<p>14.15-15.00 Guided tour in the Acute care ward.</p> <p>How do we provide flow in the ward giving the physical limitations? How do we prepare for moving into new buildings and how will that affect our workflows and the patient flow?</p> <p>Including: Reflections and discussion</p>
	15.00-15.15 walk to Cames	15.15-15.30 walk to Acute ward	15.00-15.15 walk to new buildings



	<p>15.15-16.15 Going to 25th floor! Visit to <i>Copenhagen Academy of Medical Simulation (CAMES)</i></p> <p>How do we train the staff from the emergency department in order to secure the flow in the acute ward and the competencies necessary for tomorrow's patients?</p> <p>Including: Reflections and discussion</p> <p>Including refreshments</p>	<p>15.30-16.15 Guided tour in our acute care ward. How do we provide flow in the ward giving the physical limitations? How do we prepare for moving into new buildings and how will that affect our workflows and the patient flow?</p> <p>Including: Reflections and discussion</p> <p>Including refreshments</p>	<p>15.15-16.15 Guided tour to the newly build acute care ward, presentation of acute care in the 21st century</p> <p>How do we prepare for new workflows and what do we think will be our strengths and weaknesses regarding patient flow and patient safety in the new surroundings?</p> <p>Including: Reflections and discussion</p> <p>Including refreshments</p>
16.15	Walk to foyer		
16.30	Return to Bella Center (app 30 minutes)		

Programme subject to change