



## 7. Referrals and Ward Watcher diagnostic coding

# Referrals

- For continuous monitoring
- For organ support . . . but consider alternatives  
e.g. renal team acute dialysis bed
- There are no specialty “HDUs” in St George’s
- NOT for lines OR end of life decision making
- Consider whether the patient would be best served by admission to CTICU or Neuro ICU  
e.g. cardiogenic shock, severe closed head injury with polytrauma.
- Discuss problems with consultants.

# Referrals – the goals we've set

- Referrals between 8am-6pm Monday to Friday - 90% seen within 15 minutes
- Referrals out of hours - 90% seen within 30 minutes
- No management advice should be given without review and documentation
- Time from acceptance to admission
  - Immediate – 90% within 30 minutes
  - Urgent – 90% within 60 minutes
- Safe transfer

# Referrals – continuous audit

- All patients, with the exception of planned admissions of elective surgical patients, must have a referral audit form completed.
- Blank forms are kept in the box folder on the main desk.
- Completed forms should be returned to the same folder.
- Please fill in as much detail as possible. The outcome at 24 hours data is completed by one of the audit team.
- Use the back of the form to record any other useful information and when taking down details.

# Referrals – advice

- Avoid telephonic advice
- Do not “stay & play”, “scoop & run”.
- Transfer should be safe and expeditious.
- If necessary, ask anaesthetic SpR “bleep 6111” to help manage the patient / help with transfer.
- If “would not benefit from ICU care” as “futile” and likely to deteriorate – insist referring team complete DNAR order.

# Ward Watcher

- Is the GICU, CTICU & Neuro ICU “live” patient database and displayed bed state.
- One of the SpRs MUST please complete the diagnostic codes for every admission.
- The best fit code for each patient should be used, but unenterable / uncodeable data MUST be entered into the “NOTES” on the system.
- Mon-Fri this should be done in the sit done ward round.
- At weekends, please find time to do this for every new admission.