

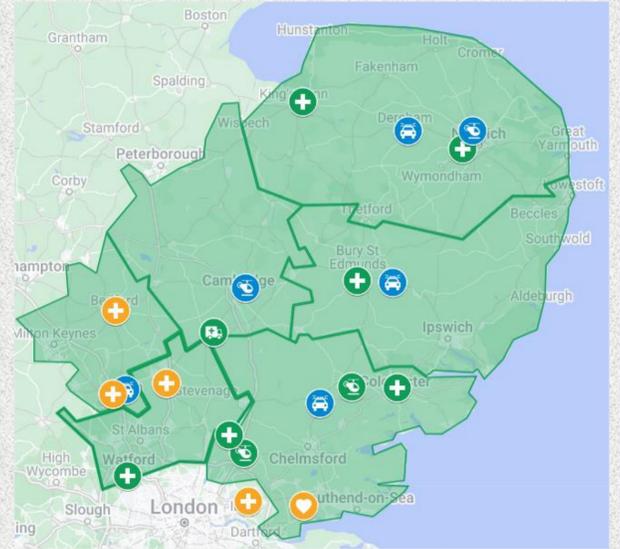
PHEM Feedback

Thematic analysis of learning objectives for hospital-to-prehospital feedback requests through PHEM Feedback across multiple sites in the East of England

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Introduction

PHEM Feedback is a facilitator model hospital-to-prehospital feedback system based at multiple sites across the East of England. Starting at a single site, Princess Alexander Hospital in Harlow, the project has now expanded to cover five sites including Watford General, West Suffolk, Norfolk and Norwich, and Colchester Hospitals. This is shown in the map on the right – King's Lynn Hospital is also shown in green as will be the next site ready to launch in Autumn 2023. This is complemented by a network of prehospital facilitators across the region trained with dedicated delivering feedback courses fully supported by East of England Ambulance Service. Since January 2022 there have been over 200 requests for feedback across the network. Prehospital clinicians submit requests for feedback with specific learning objectives agreed upon with the facilitator. The hospital teams then use these objectives to help tailor the factual report on the patient's hospital treatment which is used during the facilitated feedback session. The process is shown in the schematic diagram below.

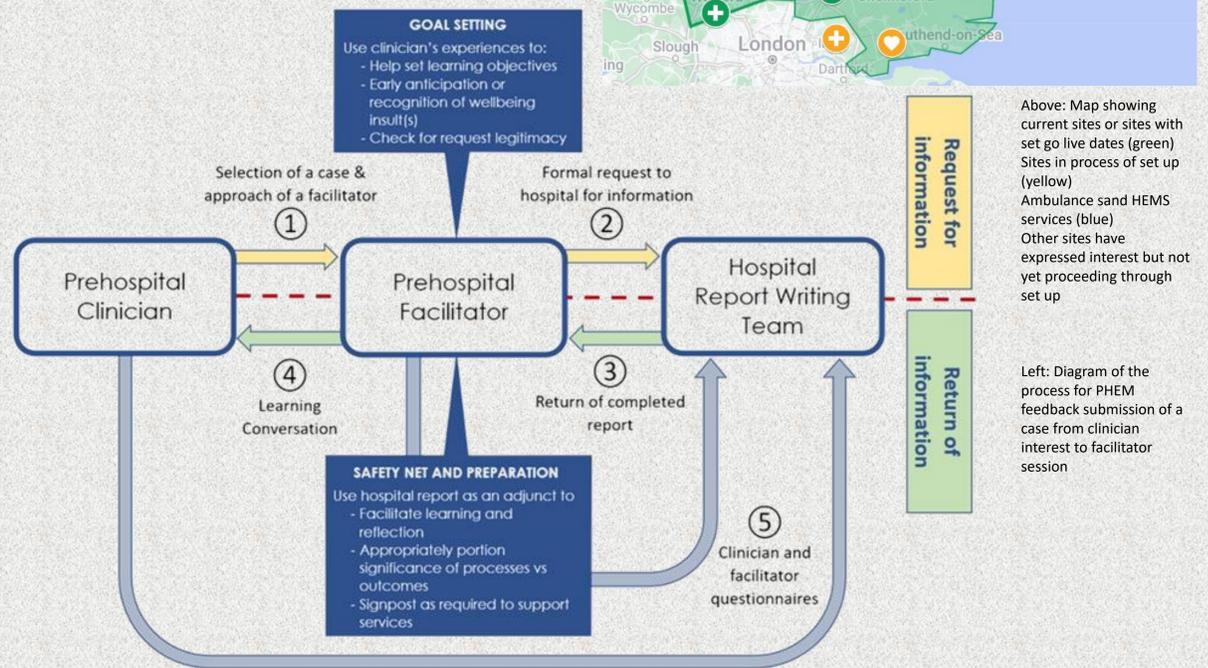


This analysis was conducted to identify themes across the learning objectives to help optimise the report writing and training for our hospital teams across our five different sites.

Methods

A sample of 100 requests were selected across five different hospital sites from February 2022 to May 2023. These were randomly selected across the time period and at a ratio to represent the spread of requests across the region. Currently Watford General Hospital represents about 50% of all requests, Princess Alexander Hospital in Harlow 26%, West Suffolk 9%, Norfolk and Norwich 10% and Colchester as the newest site only 3% of total requests.

Using a reflective thematic analysis process the request objectives were reviewed and codes created. The codes were then grouped into themes and reviewed by multiple reviewers for consensus.



Above: Map showing current sites or sites with set go live dates (green) Sites in process of set up (yellow) Ambulance and HEMS services (blue) Other sites have expressed interest but not yet proceeding through set up

Left: Diagram of the process for PHEM feedback submission of a case from clinician interest to facilitator session

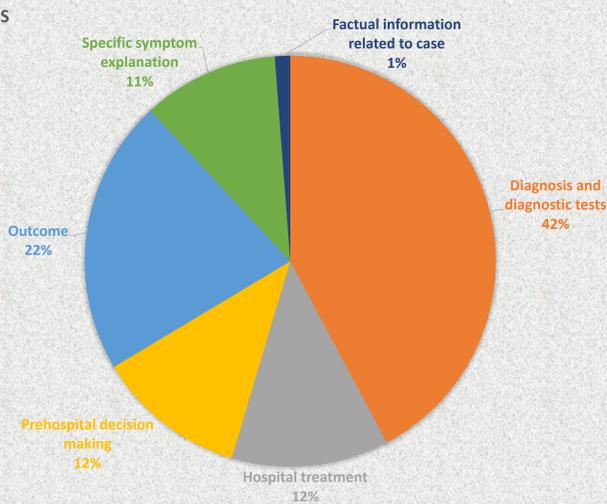
Results

The themes identified were (1) diagnosis and diagnostic tests, (2) outcomes, (3) appropriate prehospital management, and (4) in-hospital treatment. These are shown in the pie chart to show the representation of each of these themes across the requests. Diagnosis and diagnostic tests was the dominant theme with the outcome was understandable the 2nd most commonly mentioned theme of the learning objectives. There was also a significant proportion of requests that asked for explanation of specific symptoms for this patient or factual information relating to the pathology. Examples of these including why this patient had slurred speech or bradycardia on their ECG in their particular case.

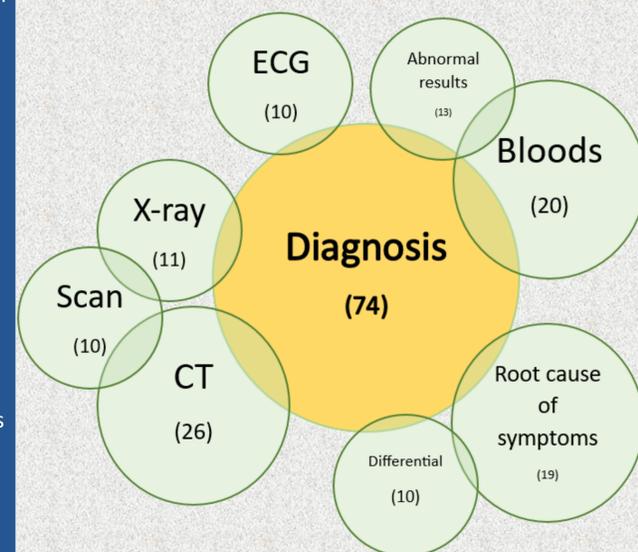
Within the diagnostic theme, the majority were focused on the whole theme of diagnosis but many requests did specify imaging and blood results. The specific imaging modalities and tests mentioned by name have been represented in the diagram on the right. CT was the most commonly mentioned imaging with bloods and ECGs also featuring across multiple requests.

Within the prehospital management/decision making theme there was sub themes including medications, assessment and hospital pathways including whether they conveyed the appropriate location.

Below: Diagram to represent the subthemes within the overall theme of diagnosis and diagnostic tests.



Above: Pie chart to show the themes identified and the relative frequency of these themes within the codes generated from reviewing the learning objectives



Conclusion

Given that several of the diagnostic tests specifically mentioned on the request learning objectives are not a routine part of training for most prehospital clinicians, these requests must be approached with an understanding and explanation of all results or images provided.

The theme of appropriate prehospital interventions with subthemes of medications, assessment, or hospital pathways should also be highlighted. As our in-hospital clinicians generally do not have pre-hospital expertise, these objectives show the value of our pre-hospital facilitators in discussing and addressing these with the clinician using the report information.

This analysis demonstrated the importance of our ongoing training for the in-hospital report writing teams and our facilitators' vital role in helping answer these learning objectives.

For more information about PHEM Feedback please scan the QR code to access our website

