flow. We describe the impact of a hospital-wide flow intervention on Yeovil District Hospital emergency department's clinical quality indicators, in order to demonstrate the value of a whole-system approach to curb access block.

Method and results We followed up on an action research study that identified and intervened on several areas within the hospital that were disproportionately contributing to access block during 2016. Using a retrospective, cross-sectional design, we described the effect of the interventions on the Royal College of Emergency Medicine’s clinical quality indicators (four-hour standard, time to decision maker, seven-day unplanned re-attendance, left without being seen, ambulatory patient care and patient experience) between January 2014 and October 2018. Pearson correlation coefficient (r) was used to compare variables and linear regression was used to describe the contribution of interventions to the change in four-hour standard.

Conclusions Yeovil District Hospital emergency department was attended by 233,378 patients over the study period. Mean monthly attendance was 4,029 (±341) patients, mean age was 43 (±28) years and there was an equal male/female split (49/51%). The four-hour standard makes a gradual and consistent recovery from under 95% to over 95% that is not reflected in national data (r=0.09). This is despite a rising trend in emergency department attendances both for Yeovil and nationally (r=0.75). Other clinical quality indicators (except seven-day unplanned re-attendance) improved significantly. The overall regression model fit was R2=0.81; three interventions contributed significantly and a further two contributed non-significantly.

The impact on clinical quality indicators reveals the significant effect of a hospital-wide flow intervention that targeted multiple causes of access block. Further research should include qualitative research to understand the facilitators and barriers to flow improvement work in emergency departments.
of 87.3% (79.0–92.7%) and 94.4% (89.0–97.2%) respectively. For the 30.6% and 38.0% of patients identified as high risk by gestalt in each study, specificity was 81.1% (74.6–86.6%) and 70.4% (65.4–75.1%) with positive predictive values of 56.4% (47.5–64.9%) and 39.1% (34.2–44.2%) respectively. A gestalt based rule out strategy incorporating ECG and arrival troponin performed with a sensitivity and NPV of 99.0%.

A significant evidence gap has been identified. At present there is insufficient information to draw meaningful conclusions. The little evidence supporting a gestalt-based diagnostic strategy urgently needs prospective validation.

**Abstracts**

**027**

THE UTILISATION OF URGENT EMERGENCY CARE SERVICES BY OLDER CARE HOME RESIDENTS IN THE UK AND THE SUBSEQUENT IMPACT ON EMERGENCY DEPARTMENTS

Molly Brewster, Colin O’Keeffe, Suzanne Mason. The University of Sheffield; Centre for Urgent and Emergency Care Research, Sheffield, UK

Background Urgent and Emergency Care Services (UECS) in the UK are under increasing pressure. Although accounting for a small proportion of Emergency Department (ED) attendances, there is a continually rising demand for the care of older people. Currently, there is limited data surrounding older care home (CH) residents and their use of UECS, thus this study aims to investigate the characteristics of older CH resident UECS utilisation and factors that influence ED transfer.

Method and results Interviews were undertaken with healthcare and CH staff to elicit views around: the characteristics of ED attendances; demand placed upon UECS; alternative services; and interventions to reduce demand. Routine administrative data was collected for 21583 patients aged ≥75 from one large, urban type 1 ED in Yorkshire and Humber (Y&H) between April 2016 and March 2017. CH residents were identified to characterise attendances.

Conclusions CH residents were more likely to arrive by ambulance, OR of 3.810 (95% CI: 3.316–4.378, p<0.001); breach the four-hour target, OR of 1.321 (95% CI: 1.223–1.427, p<0.001); have an investigation, OR of 1.196 (95% CI: 1.035–1.381, p=0.015); receive resuscitation treatment, OR of 1.559 (95% CI: 1.409–1.725, p<0.001); and have a long inpatient admission (>2 days), OR of 2.083 (95% CI: 1.933–2.245, p<0.001) compared with non-care home residents (NCH) reflecting greater demand upon UECS. Interviews revealed ED transfer decisions were complex and reliant upon communication with the wider healthcare system and the risk averse attitudes of CH staff. Increased training of CH staff, advanced care planning and integrating healthcare services into the CH were suggested to reduce the demands CH residents place upon UECS.

This study reflects the demand CH residents place on UECS compared with NCH residents and highlights the importance of investigating factors influencing ED transfer. This will help to create targeted interventions to improve resident care and reduce UECS demand.

**028**

A COMPARISON OF THE MACS-ECG ALGORITHM VERSUS CONTEMPORARY COMPUTER ALGORITHMS

Niall Morris, Richard Body, Manchester University NHS Foundation Trust

Background The Manchester Acute Coronary Syndromes ECG (MACS-ECG) model was derived and validated with the aim of providing an objective measure of ECG ischemia in the setting of suspected non-ST-elevation myocardial infarction. We wanted to produce an objective measure to improve existing clinical decision aids such as TMACS or the HEART score. To establish whether the MACS-ECG model warrants further study we compared the diagnostic performance against existing computer algorithms.

The MACS-ECG model was derived in a single center cohort and combined a nuanced interpretation of repolarization abnormalities with novel signs of ischemia. These variables were selected using backward logistic regression using SPSS with the primary outcome being NSTEMI.

This model was validated in a secondary analysis of the Bedside Evaluation of Suspected Troponin study (BEST). We recruited patients from 17 Emergency Departments. We included adults with a suspected ACS. We excluded patients with STEMI or obvious non-cardiac cause.

The primary outcome was NSTEMI, using the Fourth universal definition of myocardial infarction.

In the validation study we also coded the ECG machines interpretation as acute ischemia, infarction or no statement.

When the existing ECG algorithms produce an ‘acute ischemia’ statement, the sensitivity (Sn) was 13.3% (8.2–20.0%), specificity (Sp) 93.9% (92.1–95.5%), positive predictive value (PPV) 27.9% (19.1–39.0%) and negative predictive value (NPV) 86.0% (85.2–86.8%).

An ‘infarction’ statement produced Sn 21.0% (14.6–28.6), Sp 88.3% (85.8–90.4%), PPV 24.0% (17.9–31.4%) and NPV 86.3% (85.3–87.3%).

Combining infarction and ischemia produces the following diagnostic characteristics: Sn 34.3% (26.3–42.7%), Sp 82.2% (79.4–84.8%), PPV 25.4% (20.6–30.9%) and NPV 87.6% (86.2–88.9%).

The MACS-ECG model was more specific and sensitive than existing computer algorithms. When it produced an ‘acute ischemia’ statement, the Sn was 22.4% (15.8–30.1%), Sp 95.2% (93.5–96.6%), PPV 45.1% (34.8–55.8%) and NPV 87.4% (86.4–88.4%).

**029**

AN EXPLORATION OF WHAT HEALTH CARE PROFESSIONALS CONSIDER TO BE GOOD CLINICAL SHOP FLOOR LEADERSHIP

Fleur Cantle. King’s College Hospital

Background A successful shop floor leader must perform many tasks, often simultaneously, and hold an array of skills to complete those tasks. They must deliver clinical care, education and teaching and manage flow and performance.