

Arrangements for care in hospital or community following discharge
Balancing & weighing-up risk, revolving door, & practitioner accountability
Barriers, facilitators & agents for admission and discharge including chasing decision-makers
Breaches including corridor use
Clinical signs of risk & triggers for admission
Clinical uncertainty & grey areas
Communication & practitioner-patient interaction
Competency, characteristics & skills of practitioners, observed or narrated
Culture of site & team relations & interaction, leadership, teamwork, disagreement & trust
Definitions types & meanings of admission
Dementia as a complicating factor
Ethical dilemmas in decision-making admission & discharge
Experiences & feelings of practitioners about emergency care work
Experiences, feelings & expectations of patients family & carers
Four hour and other target performance, effects & rates
Frequent flyers, Re-attenders, Returners, Friends, & staff representations of service users
Governance audits & safety measures & incidents
Iatrogenesis & patient moves to avoid admission
Implications & recommendations for policy & service delivery
Influences & participation in decision-making on admission & discharge
Initiatives & contributions to reducing AAA & improving emergency care
Jokes & humour
Knowledge, capacity, input & involvement in decision-making - Patient
Knowledge, input and involvement in decision-making - Family & carer
Language about or accounts of avoidable or inappropriate admissions
Managing and working with flow & busyness including resource & bed management
Mental health, anxiety & stress-related conditions as complicating factors
Moving patients on from ED, moving them out, admitting them
National & Trust policy, guidelines, finance & commissioning
Organisation of emergency care & connections between in-hospital services & providers
Patient assessment activities, triage, handovers, board & ward rounds including doctors' handovers
Patient pathways & case studies
Predictive & proactive management
References to primary, secondary & community care, GPs & care homes, 111 & ambulance service
Role of specific hospital & community teams
Senior input, who is a senior, and seniors negotiating the system including shortcutting & crosscutting
Site characteristics & demographics, descriptions of configuration & local model of care
Social & home care & mobility considerations in admission & discharge
Space, place, design & environment
Staffing models, posts, backgrounds, roles, shifts, workload, vacancies & recruitment
Sufficient & insufficient patient history & records
Take, take-all & patterns of service use
Teaching, training, learning, mentoring, junior to senior consultation, patient education
Technologies, biotechnologies, electronic systems & whiteboards
The art of referral & selling patients
Time of day, time limits, targets & avoiding breaches
Vulnerability, abuse & safeguarding concerns
Waits and waiting times & delays & their meanings
Wider issues in UK society & media coverage