

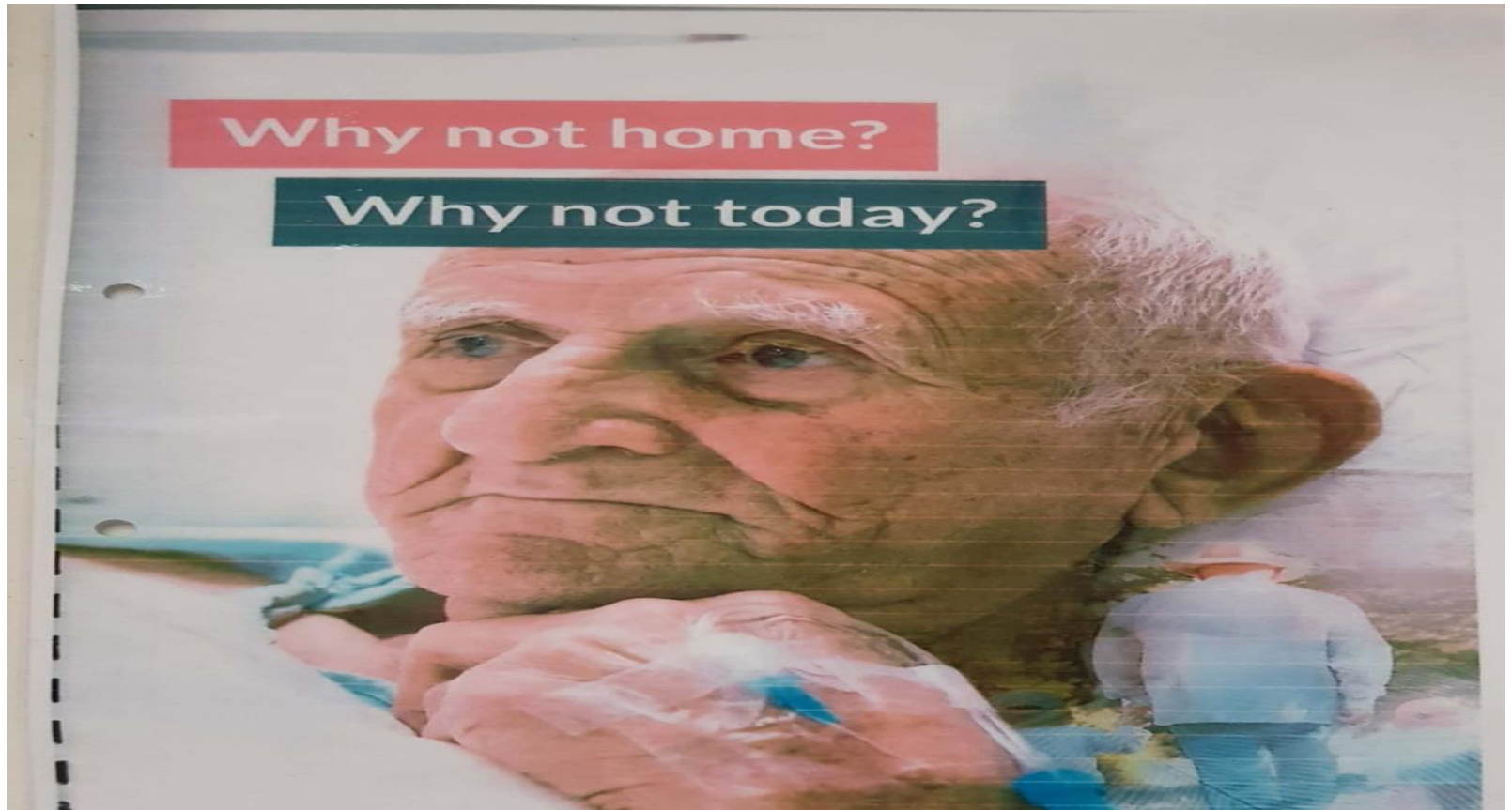
Home before Lunch

06 March 2019

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Title: Home before lunch

What need done to get me home?



Background of Ward 1

- * General Medical Ward with multiple specialities=
Many consultants teams
- 1. Endocrine
- 2. Rheumatology
- 3. Gastroenterology
- 4. Neurology
- 5. General

Rationale/Why ?

- Improve patient and carers' experience
- Reduce delays and waits which do not add value to patient care and experience
- Improve patient flow between Ward 1, AMU and ED
- Increase the number of patients discharged before lunch

Baseline Data

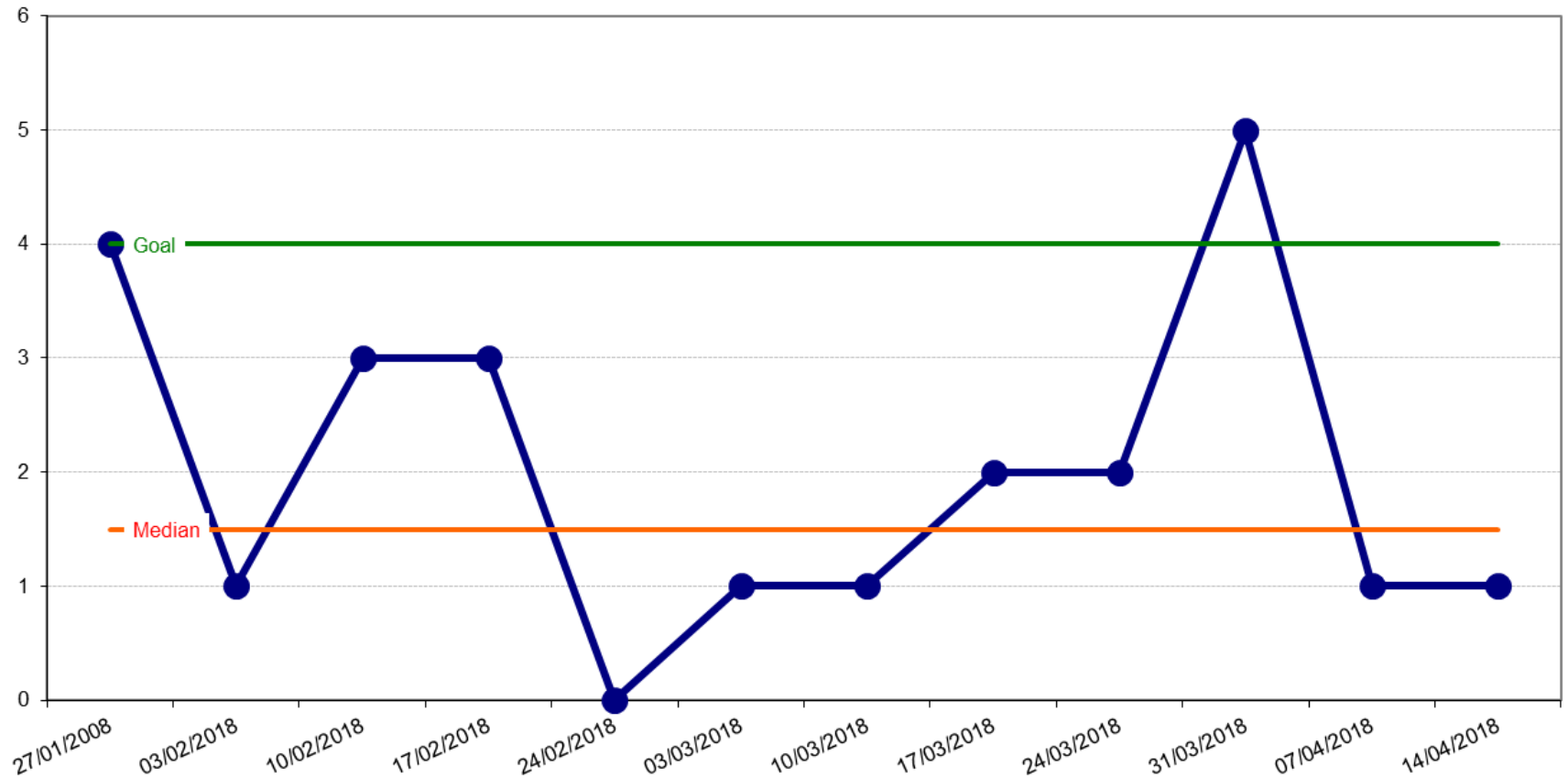
- 214 patients were discharged over 12 weeks (January 27th –April 14th 2018).
- Only 11% were discharged before 1pm
- On average 1.5 patients per week were discharged before lunch

Baseline data:

Average number of patients discharged before lunch(1pm) weekly

Home Before Lunch: Baseline Data

Number of patients



Project Aim

To increase the number of patients discharged before 1pm, from 1.5 to 4 patients per week by September 2018

What changes would you make that will result in an improvement?

- * Structured ward- round, review potential discharges first.
- * Prepare discharge letters a day before .
- * Obtain bloods early to enable decision making during ward round.
- * Daily MDT meetings.
- * Give patients and carers information leaflet . (*Getting ready to leave hospital*)

Driver Diagram

Aim

To increase the number of patients discharged before lunch (1:00 p.m.) from 1.5 patients per week to 4 patients per week by September 2018

Primary Drivers

Improve communication

Discharge decision

Secondary Drivers

- Multi-Disciplinary Team (MDT) meetings
- Structured ward rounds

- Access to computers
- Correct personnel i.e. pharmacy, FY1, nurse, ward clerk

- Patient & family involvement

Change Ideas

Daily MDT meetings

Prioritise potential discharges

Review expected date of discharge (EDD)

Early morning bloods

Prepare discharge letter day before

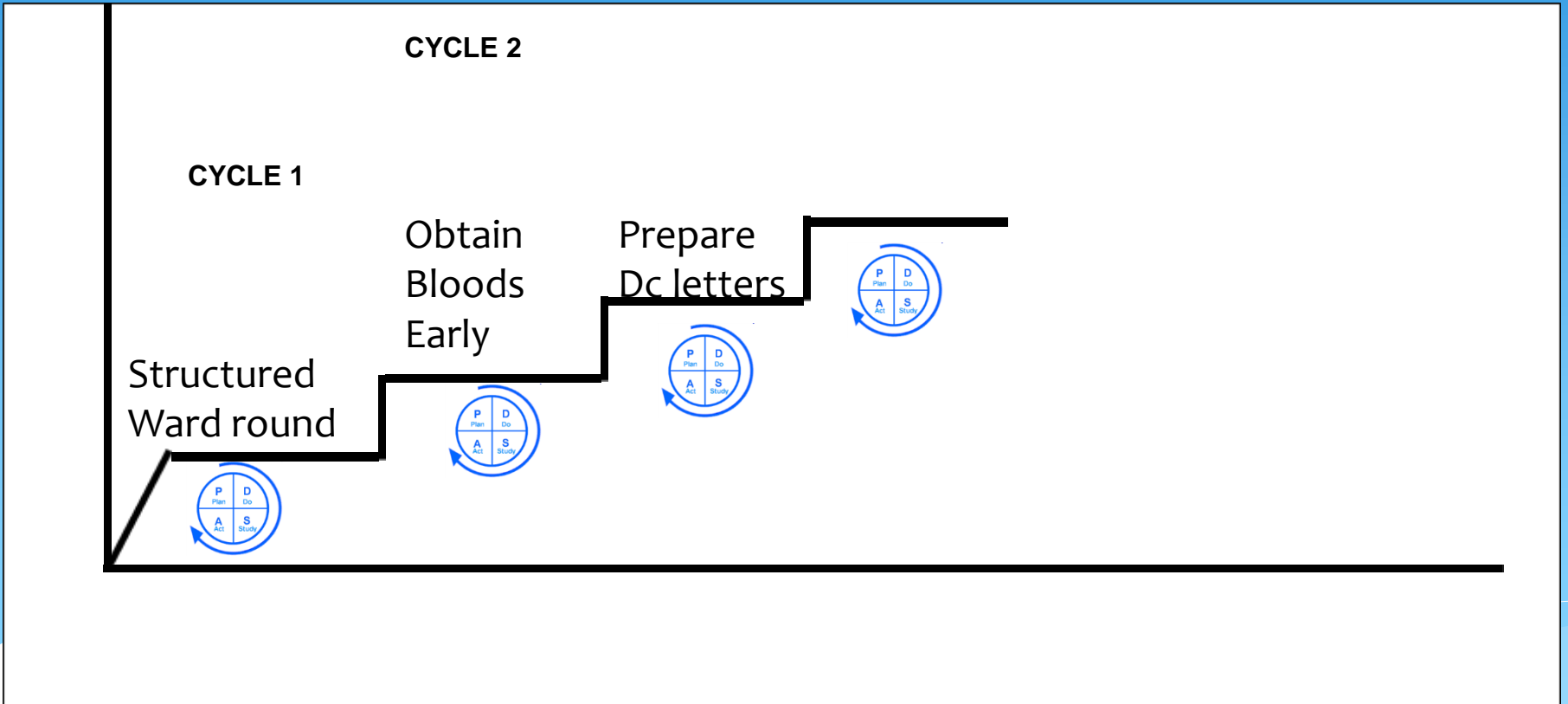
Prepare medication day before

Organise transport previous day

Give patients & family discharge information

PDSA Cycles

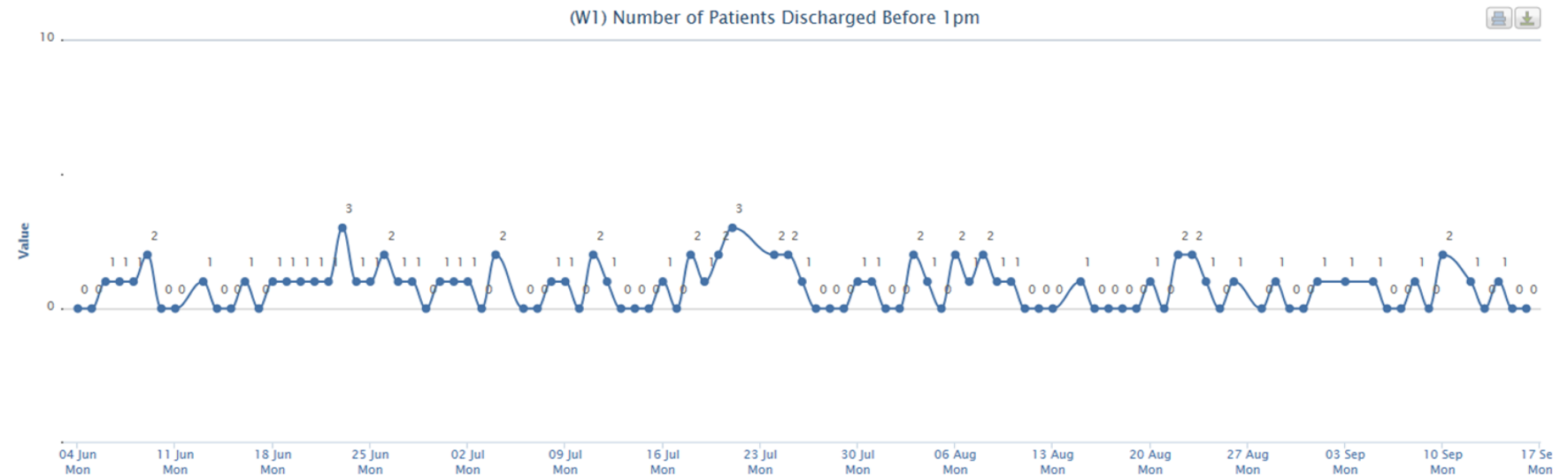
CYCLE 3



How was the data collected?

- Nurse in charge recorded the data daily on Alamac system

(W1) Number of Patients Discharged Before 1pm

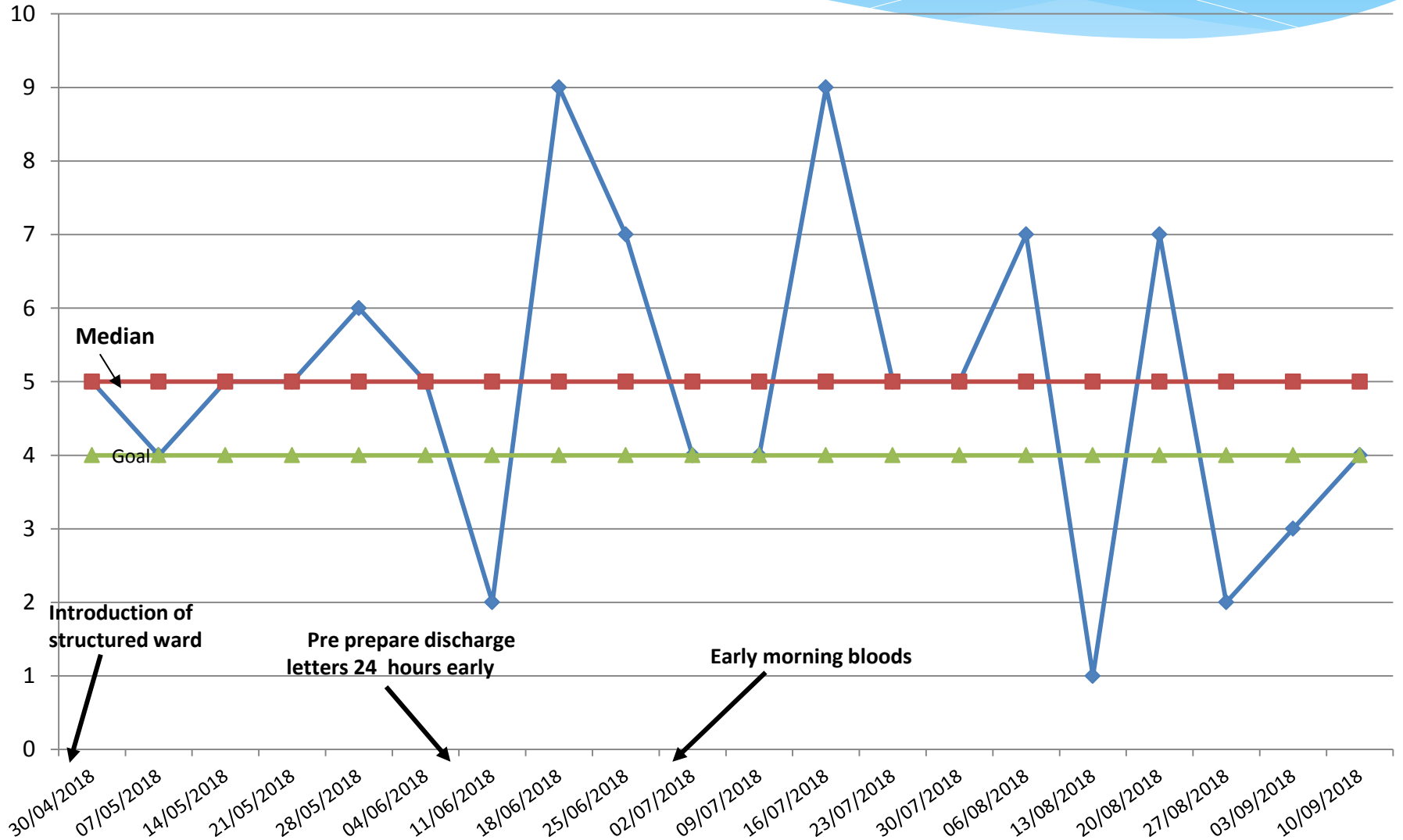


How will you know change resulted in an improvement?

- * A total of 411 patients were discharged over a period of 20 weeks
- * 24% were discharged before 1pm, an improvement from 11% at baseline.
- * On average, 5 patients per week were discharged Before lunch, *this was over the target set at 4.*

Home Before Lunch weekly discharge figures

Number of patients



Next steps

- * Embed the practice until culture change.
- * Review shift patterns , need for cover of Band 3, to facilitate obtaining early bloods daily- 7 days a week
- * Engage laboratory staff regarding processing of routine bloods.
- * Sustain improvement, do not declare victory too soon
- * Share learning and good practice within the team and other wards (Spread)

Challenges

- * Laboratory does not process routine bloods until after 9am
- * Early senior review of patients, key to Safer patient flow bundle
- * Recruit more Band 3 to cover the services 24hours
- * Time to do administrative work
- * Continue the momentum (Keep everyone focused)
- * IT skills

Comment

- * A Growth mind-set is key in the development of capability within the organisation. Therefore, organizations/Trusts must invest in training and development of their own work force to meet the current challenges.
- * Myself and others are an example of such investment but much more needs to be done.
- * Not all changes result in an improvement but all improvement requires change.

Any question?

