Aim:

Increase the percentage of transfers / discharges from the Medical Assessment Unit before 1 pm to 30% by December 2018

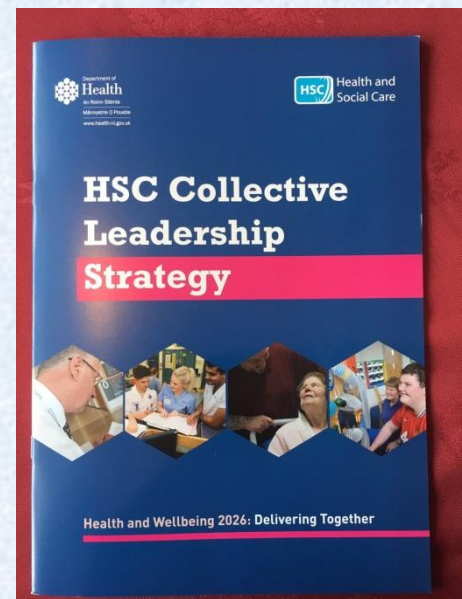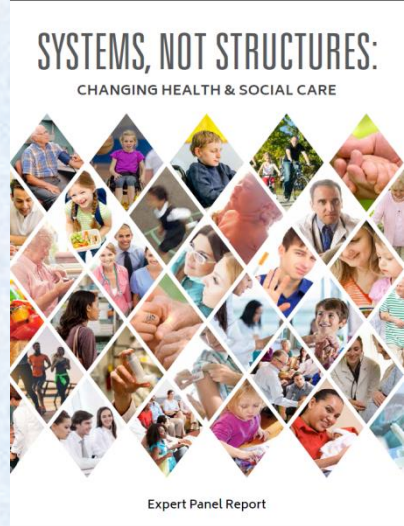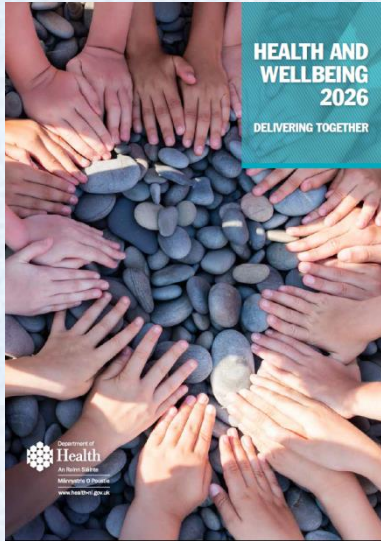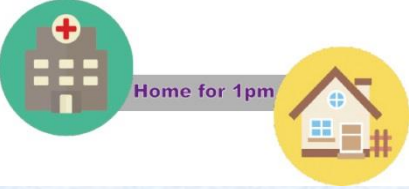**Ruth Watson**
QI Fellow 17/18
IA Wave 51

Why:

Engage staff….

- Go slow to go fast
- Invite the unusual suspects
- Work with those who want to work with you
- Participation is voluntary
- Change can spread bottom up, top down and sideways
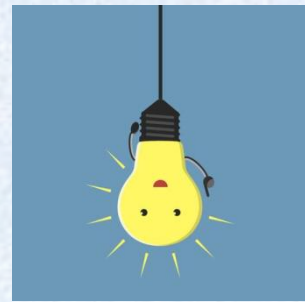- Make the invisible visible – BIG eyes and OPEN ears

Affinity Workshop

Change ideas…47

- Documentation……daily medical review (2017)
- Nurse Facilitated Discharge / criteria led discharge (2017)
- Phlebotomy (2017)
- Ward rounds (2017)
- Weekend Planning (2017)
- The Patient / Carer Stories …..working in partnership ….do they know what we know? (2017)
- Ward aligned Social Worker – early planning with the MDT (2017)
- Transport – dedicated to discharge (2017)

Change ideas…47
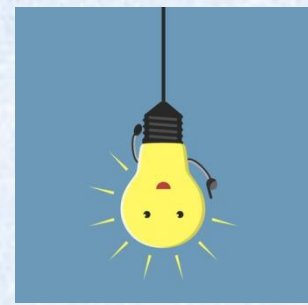
- Discharge Lounge…discharge team focused on discharge processes – including pharmacy and Doctor (2017 / 2018)

- Speciality referral (2018) – respiratory hub

- Mobile dispensing Unit……Ward based pharmacist (2018)

- Partnership with Hubs (2018) – Neurology / GI and Cardiac

- Scale up and spread (2018 – 2019)

- 'Pull Process' – right patient…..right bed (2018 – 2019)
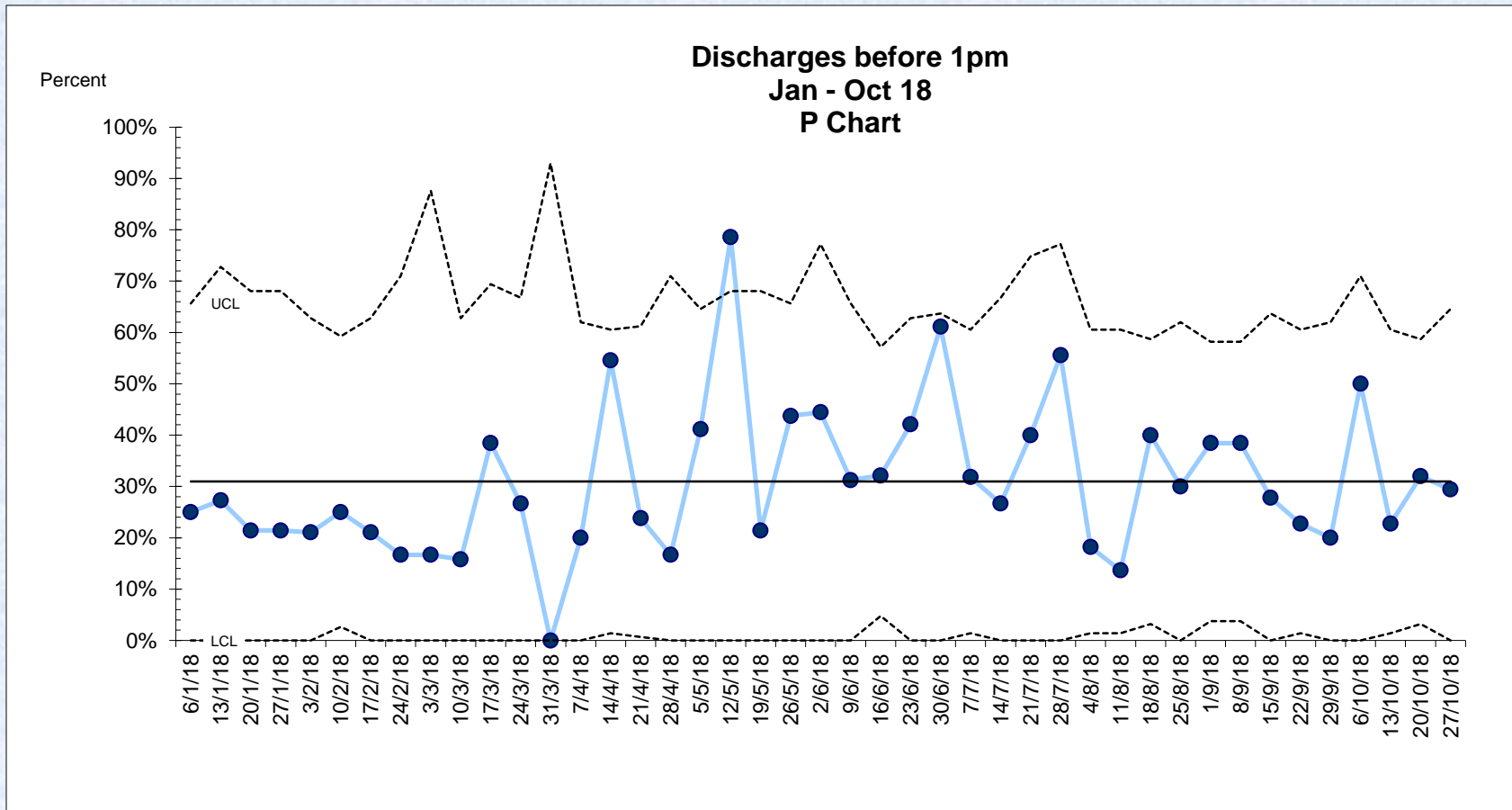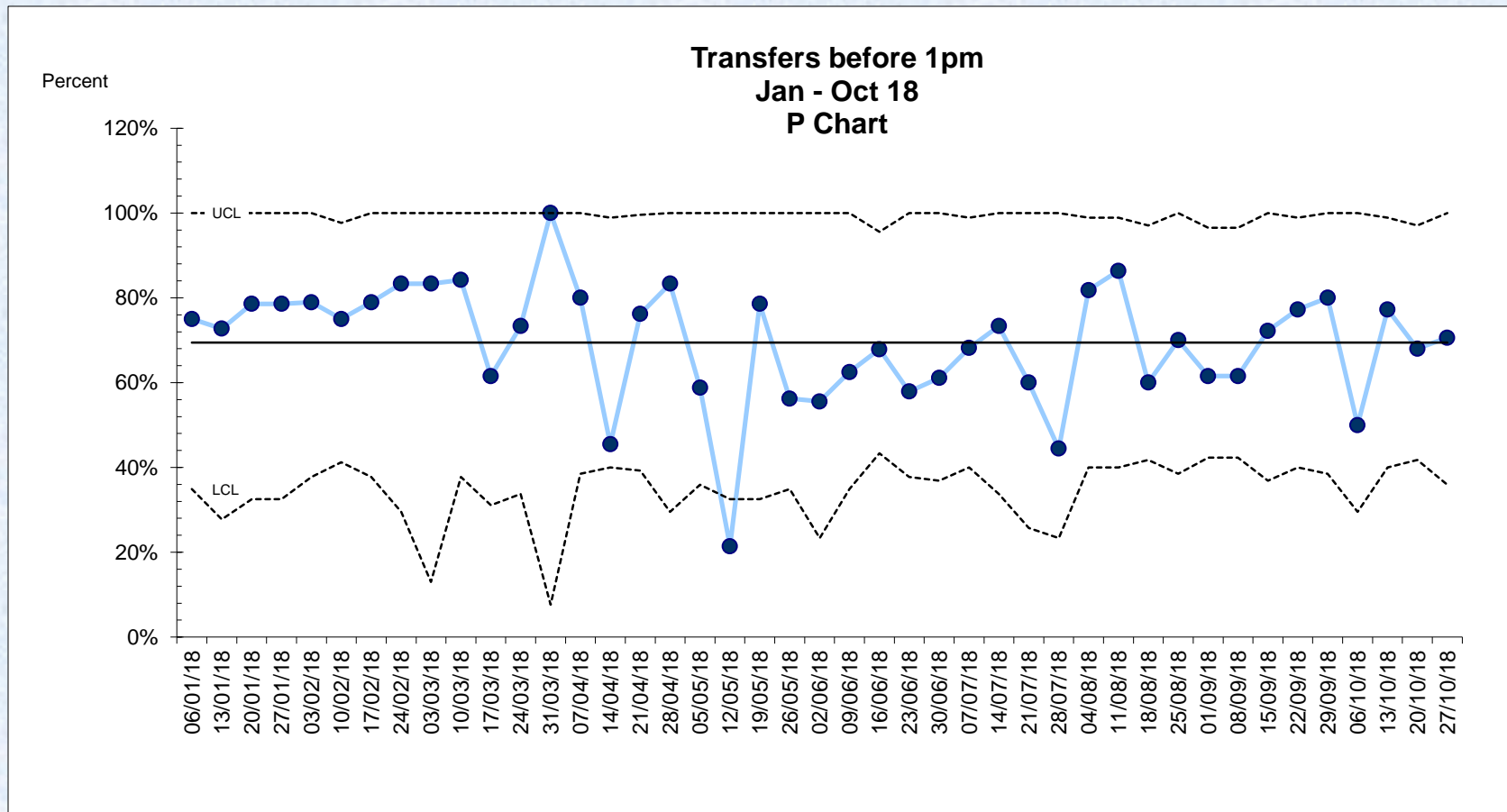
- Discharge To Assess pilot (2018 – 2019)

Discharges before 1pm

Discharges before 1pm
Jan - Oct 18
P Chart

Transfers before 1pm

Transfers before 1pm
Jan - Oct 18
P Chart

Success factors…..Staff

- Hit refresh button
- Have fun
- Culture……..belief that things getting better
- Meaningful – focused on goals…seen the improvements
- Staff were empowered…making a difference , developing knowledge
- Speak the patient language

Success Factors & Next steps...me

- You cant fake it......walk the walk

- Simple but strategic

- Communicate..communicate..communicate

- QI Friday Drop in sessions – Directorate wide
    Don't leave the room without a QI mentor

Success Factors & Next Steps..me

- Stay humble….stay the course….

   Thanks to a great team

A wise man knows; learn from others, never get complacent and know where the classic old dangers come from.

Bear Grylls