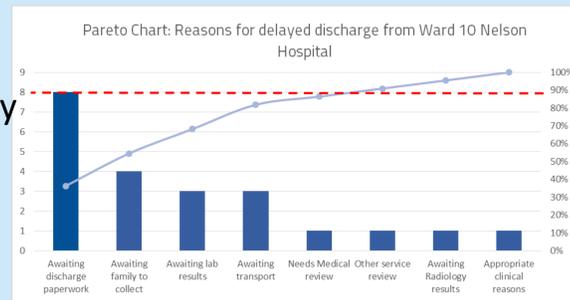


Home on Time: Improving discharge from Ward 10 Nelson Hospital

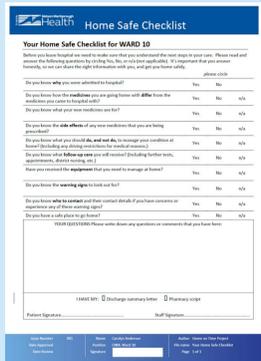
Carolyn Anderson (Charge Nurse Manager, Ward 10); Amy Clarke (Consumer Council); Dayle Keown (House Officer); Eliana Black (Physiotherapist); Monique Swart (Social Worker); Nicki Everton (Occupational Therapist); Ros Pochin (General Surgeon); Veronica Christie (Pharmacist); Linda Ryan (ADON/Project Sponsor); Keith Marshall (Improvement Adviser)

BACKGROUND

- Patients who have been medically cleared for discharge are kept waiting on the ward for non-clinical reasons.
- These delays not only cause frustration and inconvenience for patients, their families/whanau and staff, but also affect patient flow across the hospital.
- The improvement team identified the factors which contributed most to delays and developed change ideas to test out improvement.



QUALITY IMPROVEMENT METHODS



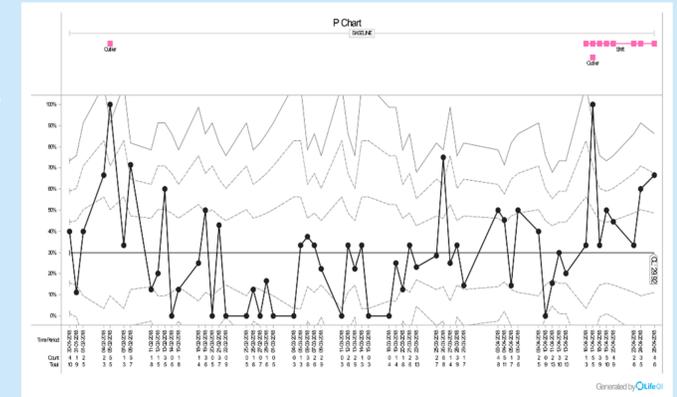
- A Home Safe checklist was adapted and given to all patients to support patient preparedness for discharge.
- Agreed discharge date and time is displayed at the patient's bedside and on a whiteboard in the doctor's office.
- Time of discharge from the ward and time of completion of discharge paperwork was measured.
- Bloods of patients likely to discharge were taken first and sent directly to the laboratory.

PROJECT REACH

- Inpatients in hospital setting.
- Multi-disciplinary clinical teams.

RESULTS

- Patients have had waiting time reduced.
- Patients report being better prepared for their discharge.
- The improvement in reducing delays was most apparent on week days.
- Challenges with staffing shortages meant nurse-facilitated discharge, one of the change ideas which showed promise, has not been able to be trialled further.
- The Home Safe Checklist, prioritising of taking discharge patient's bloods, and the use of the whiteboards, are now part of the ward's standard operating procedures.



LEARNING AND SHARING

- Getting people home on time is a complex task involving the collaboration of patients, family/whānau and clinical staff. The project identified multiple opportunities to improve the timeliness of discharge.
- Initial success in reducing delays has been challenging to sustain.
- Staff remain engaged in the opportunities to continue to improve discharge processes.
- Feedback from patients indicates they value the Home Safe Checklist and have an increased preparedness for going home.

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)



"I did leave the hospital feeling armed with all the information I needed and felt ready to leave the hospital."

ACKNOWLEDGEMENTS: We would like to thank the patients who have travelled through Ward 10 over the course of the programme, and the Ward 10 Home on Time team members