
Improving Access to Care in Caritas

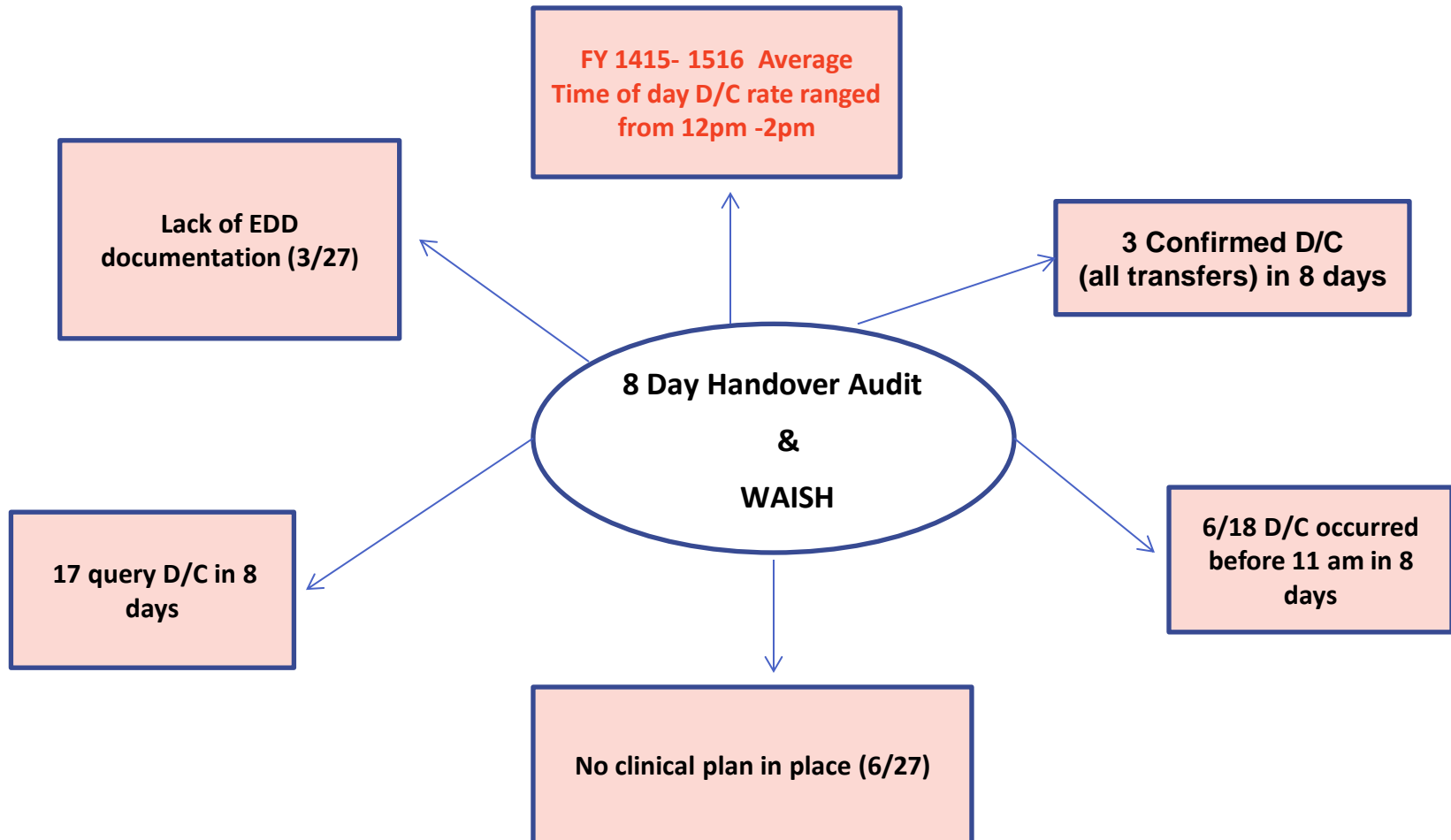
Whole of Health Program

29th November 2017

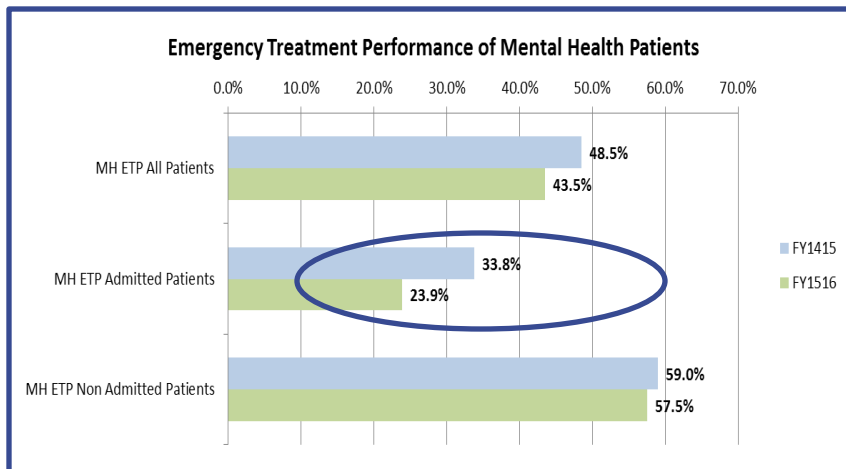
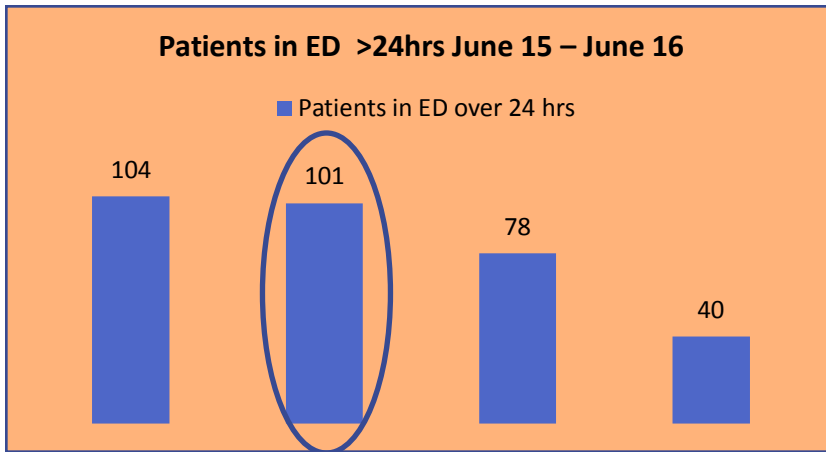


Amanda Lemon MHS Bed Manager

Define – Inefficient Discharge Planning

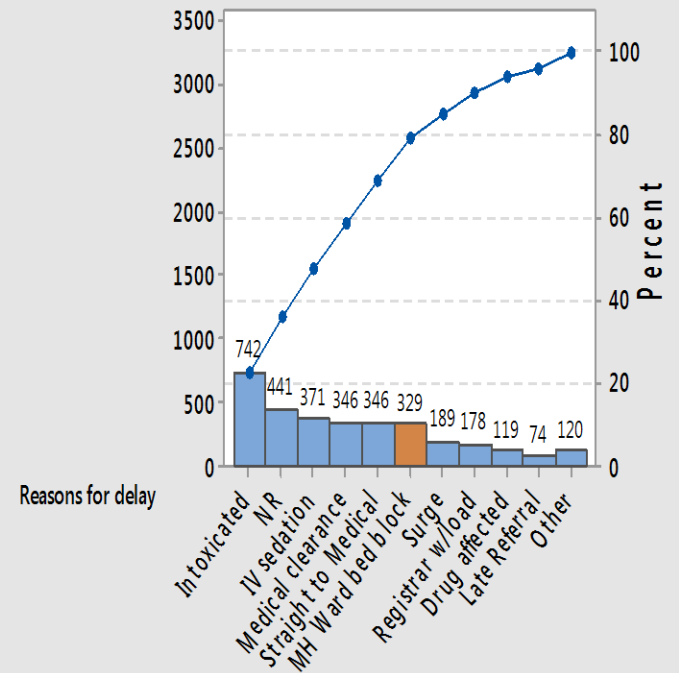


Measure

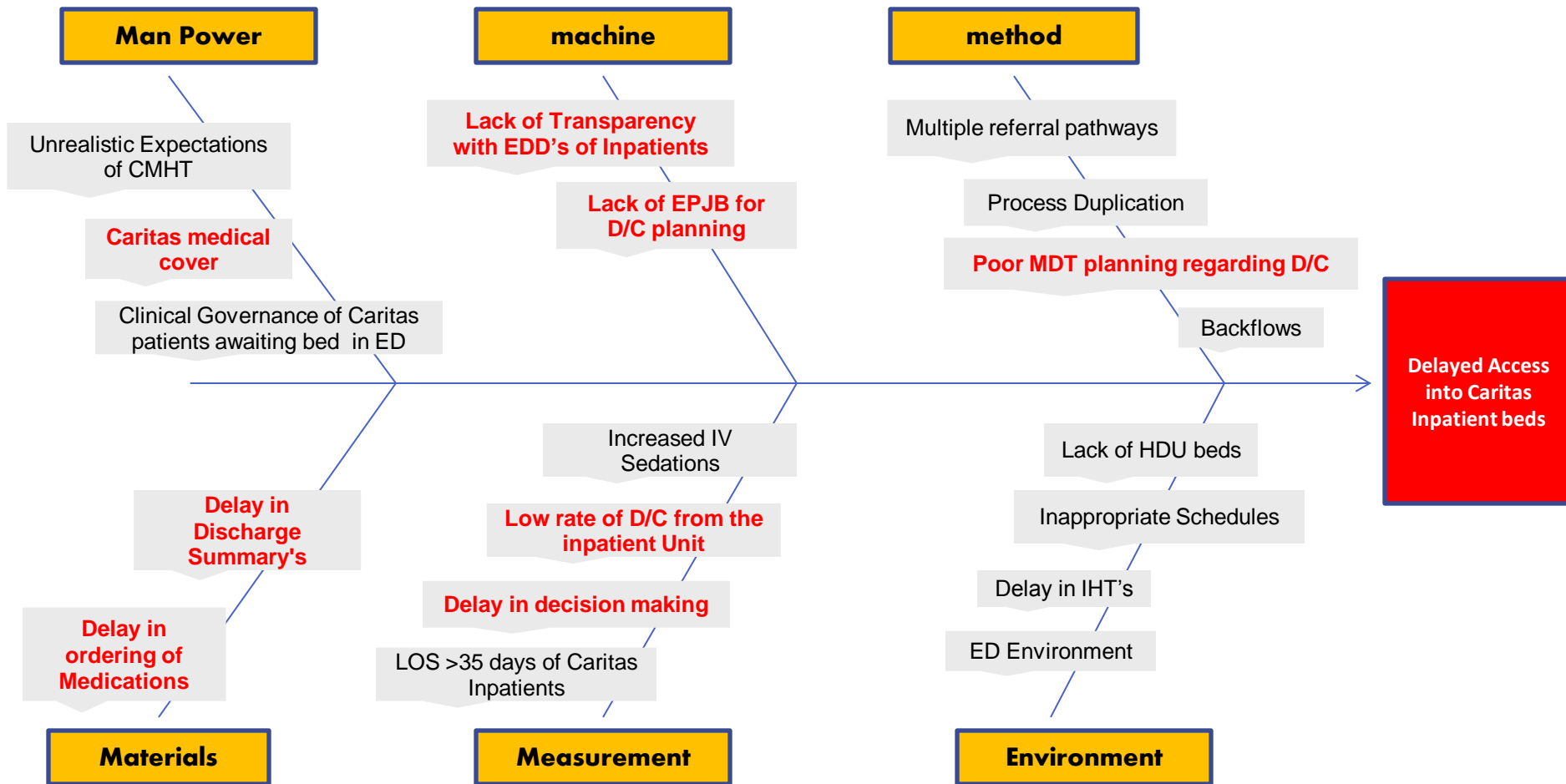


Number of Occurrences from July 13 - Sep 15

Pareto Chart for reason for ETP breach



Analyse – Fish Bone



Improve

Root Cause

Poor Discharge planning
amongst Caritas MDT

Lack of Forward D/C
planning by inconsistent
use of the EPJB

Solutions / recommended Action

Introduction of 3pm
Rapid D/C planning
Round

Twice daily update of the
EPJB

Improve – Rapid Round Business Rules

Caritas 3pm Rapid Discharge Planning Round at EPJB

1 Purpose

- Provide an opportunity for the MDT to meet at 3pm Monday – Friday at the EPJB to review the patient status of all patients in the ward presenting a predicted D/C within 72hrs. Identified patients will have a focus of preparation and actioning barriers for aimed D/C.

2 Intended Outcomes

- Timely and safe discharge
- Improve communication among team relating to patient journey with a focus on discharge planning
- Improve discharge time of day
- Reduce interruptions for staff
- Reduce duplication of handovers among team
- Update information on EPJB
- Reduce Length of Stay
- Effective collaborative care delivery
- Enhanced quality and safety of patient care

3 Frequency / Location

Monday – Friday 3pm in the Caritas NUM office at EPJB
This meeting should not exceed 15 minutes

4 Attendees

- 1.MH Bed Manager – Lead Meeting
- 2.Evening Nurse in Charge
- 3.NUM 1
- 4.All registrars (or **Delegate in extenuating circumstances**)
- 5.Social work
- 6.Pharmacist
- 7.Other Allied health if required

5 Process / Attendee Responsibilities

- RAPID Round commences at 3pm Sharp
- All relevant staff to attend or send a delegate on their behalf
- Using ISBAR principles, NUM (or delegate) to provide brief update of patient discharge planning status and actions required for discharge on identified patients = **WFW**.
- All MDT members to provide relevant input
- EPJB to be updated with changes/processes
- Medications to be ordered for patients with a predicted D/C <24hrs
- Any actions identified from meeting to be updated on EPJB and **Given a timeframe for completion.**
- Any actions identified from meeting to be documented in medical record by nominated staff member

6 Accountability

It is an expectation that all required staff attend and contribute to this Rapid Discharge Planning Round. Issues with non compliance to this process will be reported to Line Manager

7 Evaluation

- Initial - after 2 weeks
- MDT approach to rapid round evaluated
- Ongoing - monthly
- MDT satisfaction with the process
- Patient satisfaction with discharge process via YES surveys
- Review of attendance list
- Improvement in D/C time of day (before 11am) target =50% by 30th March 2017
- Discussion at WOHP working party

8 Acronyms

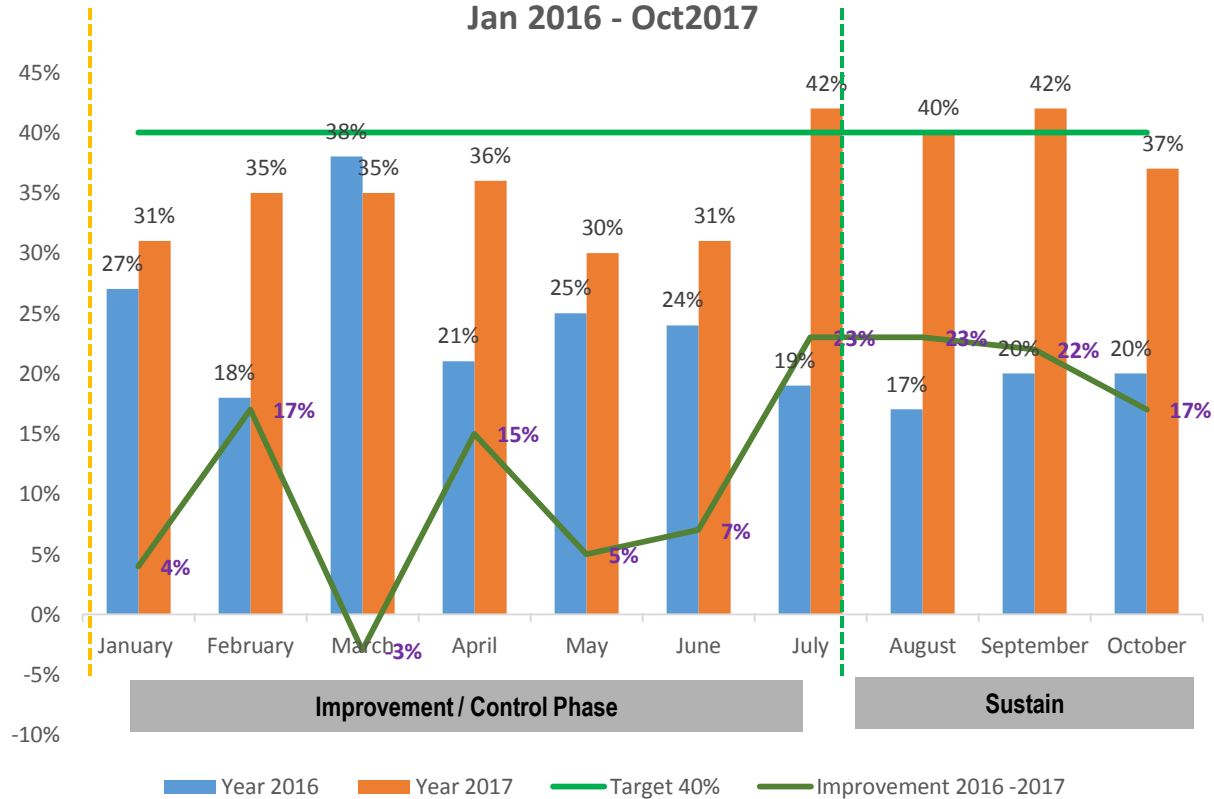
EPJB – Electronic Patient Journey Board	DCPTLS – Discharge Planning Traffic Light System
MDT- Multidisciplinary Team	WFW – Waiting For What
WDL –Web de Lacy	D/C – Discharge

9 Further Information

Jackie Gallagher NUM 1 Caritas – 83821605	Amanda Lemon MHS Bed Manager - 0416141026
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Control - Outcomes

Caritas Discharges By 11am
Jan 2016 - Oct 2017



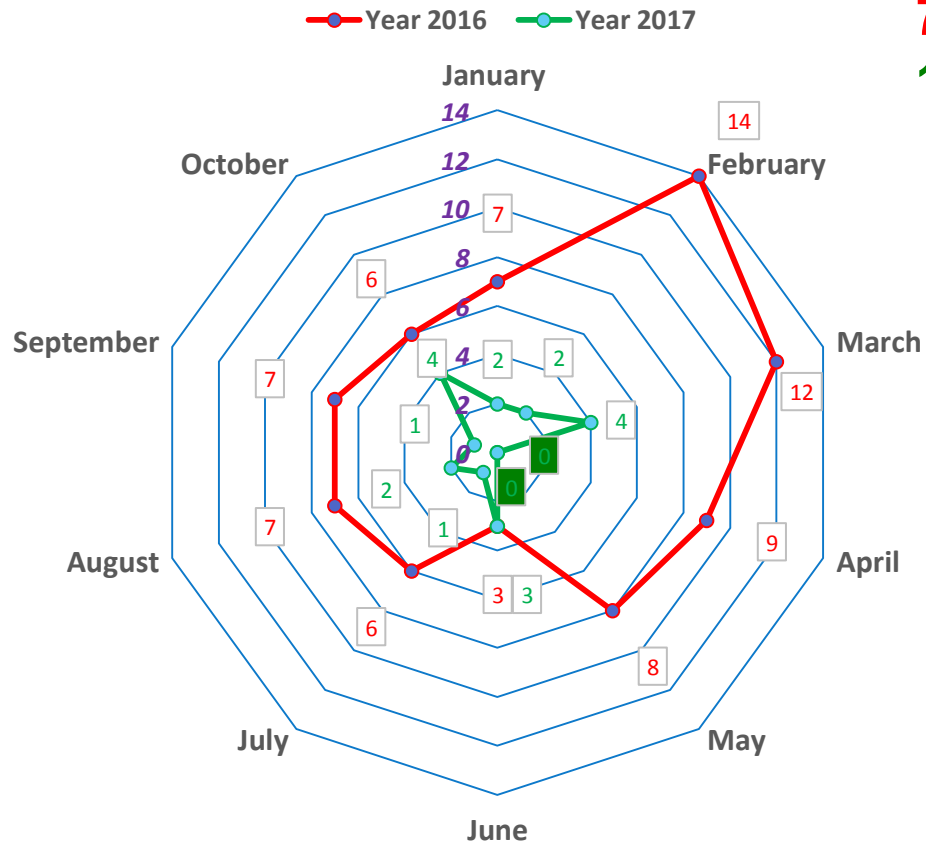
13% improvement

2016 – 23%

2017 – 36%

Control - Outcomes

Psychiatry patients in ED >24HRS



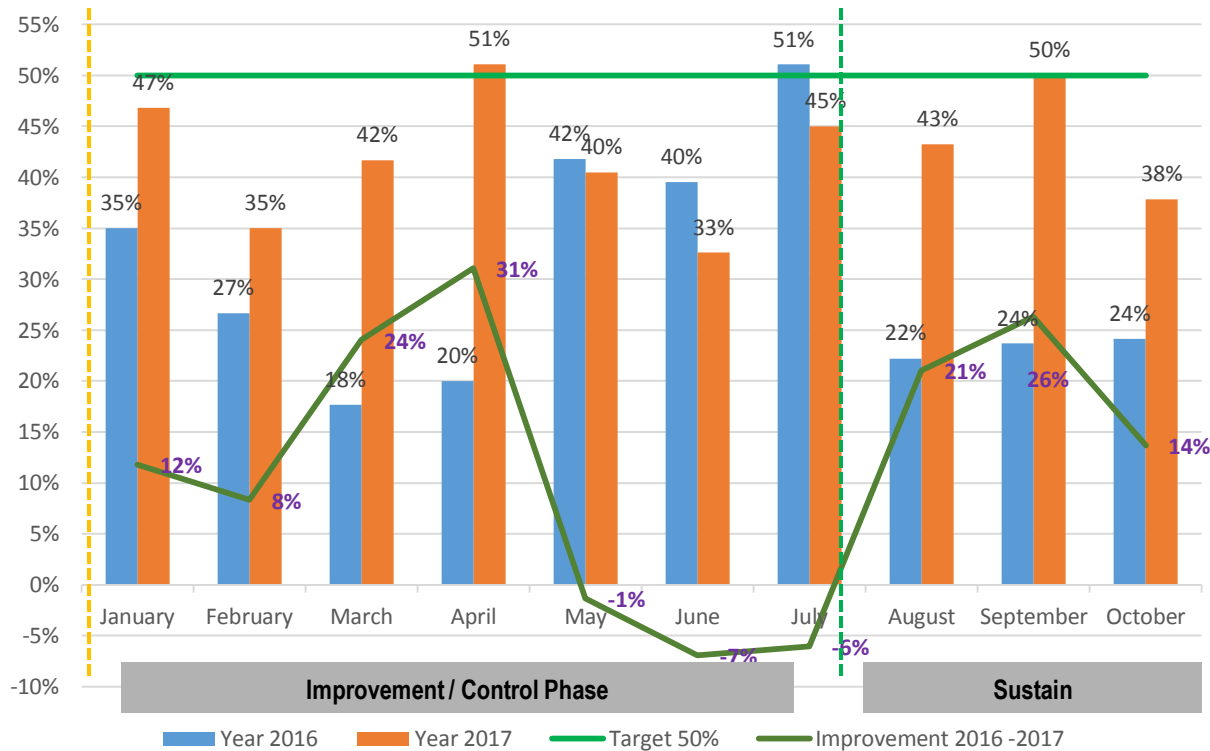
76% reduction

79 patients -2016

19 patients -2017

Control - Outcomes

Patients transferred to Caritas within 2 hours of bed request
Jan-Oct 2016 and Jan-Oct 2017



12%
improvement

2016 30%
2017 42%

Control – Sustain Gains


Providing feedback to staff on progress/gains

Orientation to all new staff


Monitor Attendance and address if required

Staff satisfaction with rapid discharge planning round and discharge planning processes

Patient satisfaction with discharge process



I miss the 3 o'clock meeting, it provided structure and I knew what I had to do"
(RMO)



Its like we have always done it
(NUM 1)

Lessons Learned

- **Smarter / Leaner processes – Don't Increase workload!**
- **Good communication was Key** – Providing Results, clear business rules, clear expectations, Congratulating progress
- **Structure was welcomed** – Same time, Same place = less cause for confusion
- **Business rules compliance was essential** – Attendance requirements were clear, rounds were time appropriate, concise information provided clarity reducing duplication of work

Serving Something Greater

