

# Our Dubbo

# QOC DAY CHALLENGE

Improving the patient journey from hospital to home

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# Agenda

## 1. Background to project

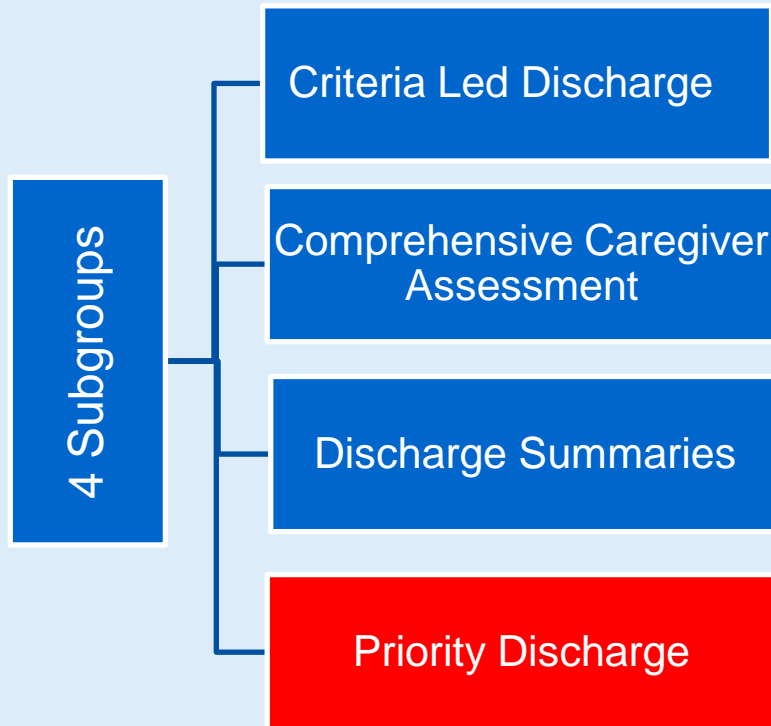
- ► WNSWLHD Discharge Taskforce
- ► 90 Day Challenge

## 2. What we did

## 3. Progress to date

## 4. Challenges & Lessons Learned

# WNSW LHD Discharge Taskforce





“Behavioural insights draws on research into behavioural economics and psychology to influence choices in decision-making. By focusing on the social, cognitive and emotional behaviour of individuals and institutions it suggests that subtle changes to the way decisions are framed and conveyed can have big impacts on behaviour”.

# Background

- Project Lead / Team appointed
- Commenced with 'fearless' self assessment
- Identified areas of need

# What we did - Identified 3 areas

1. Increased medical engagement (communication)
  - Trial of Structured Interdisciplinary Bedside Rounds (SIBR)
  - Multidisciplinary Team Huddle 1200hrs daily - Registrar led
2. Invited smaller referral facilities and Patient Flow Unit Manager to WoH operations meeting
3. Electronic Patient Journey Board

## Visit from Ministry – Damian Miners – EPJB Huddle



# Progress to date

- ❑ Huddles continue 12 Midday Sharp
- ❑ EPJB utilisation – increased W4W, G2G, EDD
- ❑ EPJB in Nursing Admin – More Action / Less Talk
- ❑ Increased Medical / Allied Health / Nursing Staff engagement



# Evidence of Success

- ❑ ↑ weekend discharge rate from 13% to 21.8%
- ❑ ↓ LOS from 6.1 days to 4.9 days
- ❑ ↑ staff satisfaction with the discharge process
- ❑ ↑ Increased patient satisfaction with the discharge process

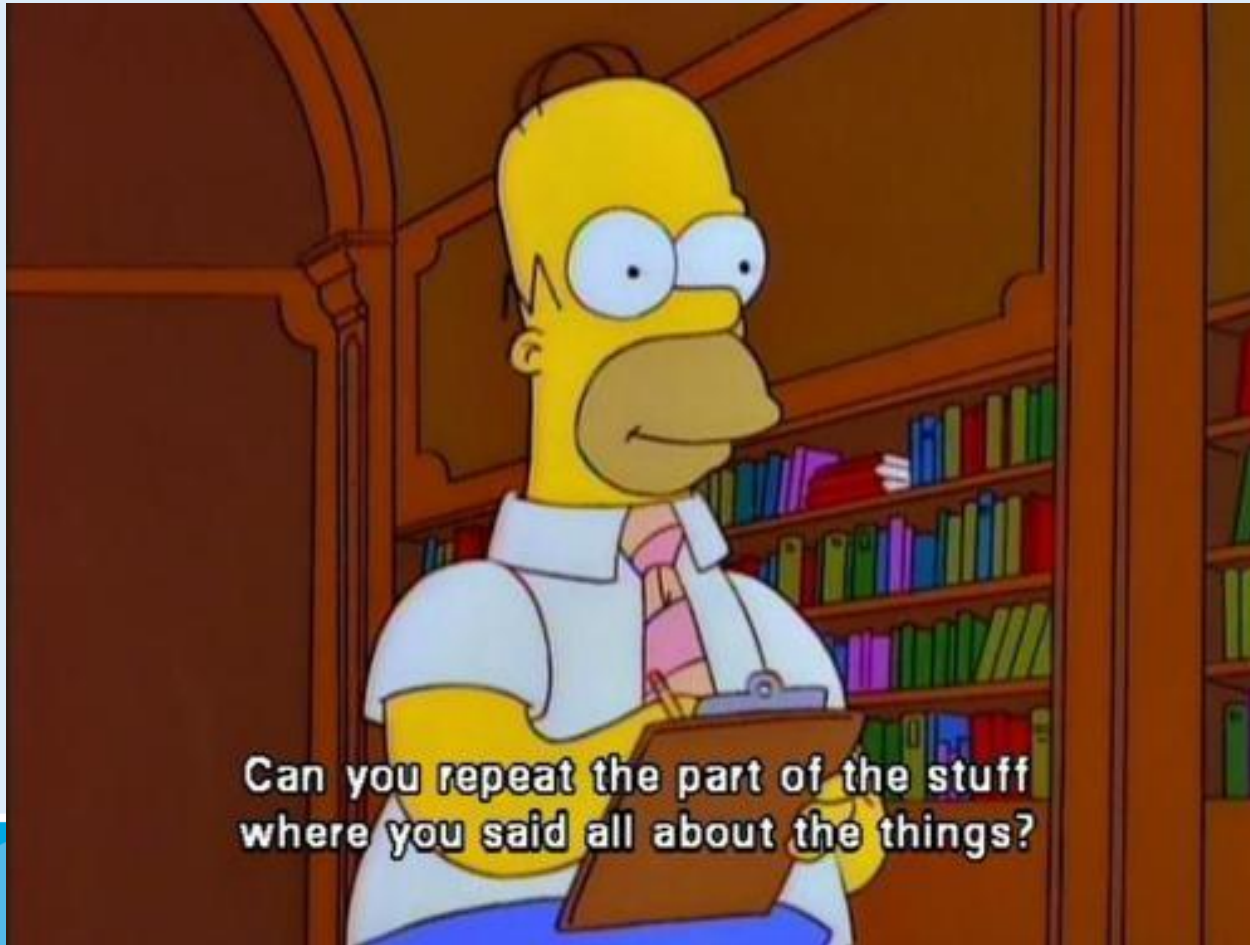
# Challenges

- Trying, testing, adapting processes to fit our Health Service
- Uptake of ePJB with nursing staff
- Transparency of capacity at small referral sites / governance over usage of ePJBs at those sites

# Lessons learned

- Team work - led by key clinicians
- It's OK to fail, retry another way
- Go for it!!!

# Any Questions



Can you repeat the part of the stuff  
where you said all about the things?