

Aim

To increase the number of discharges before 11am by 15% by May 2019 in the Elective Procedure Unit, Altnagelvin Hospital.

Background

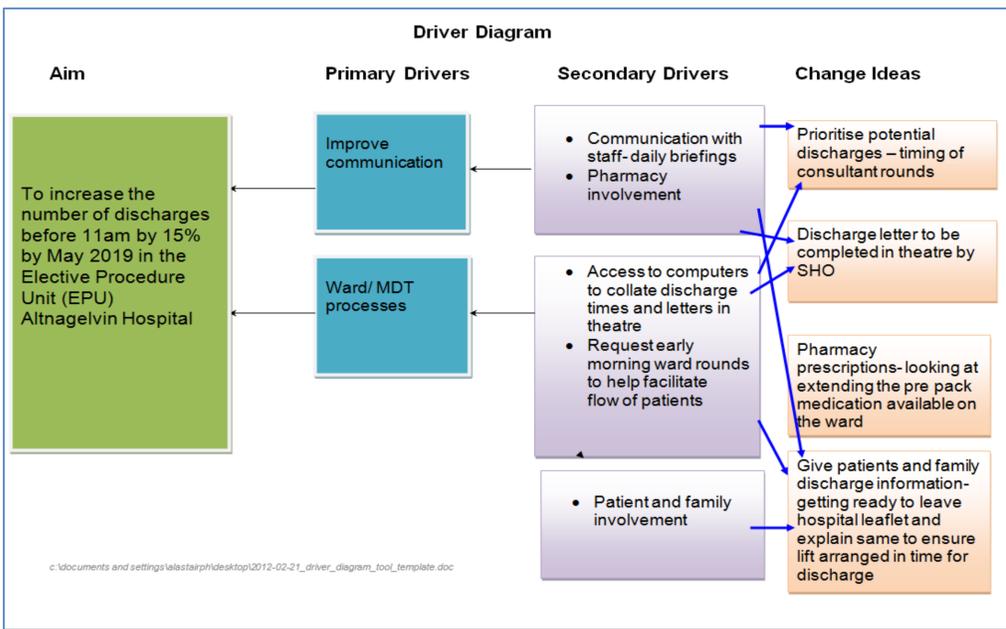
This area of improvement is important as the acute hospital has competing bed pressures between unscheduled and elective care patients. By increasing the number of discharges before 11am it increases the number of elective patients treated through EPU, leaving bed capacity for unscheduled patients in the other wards.

The improvement will reduce waits in ED; reduce the cancellation of elective patients and therefore reduce elective waiting times.

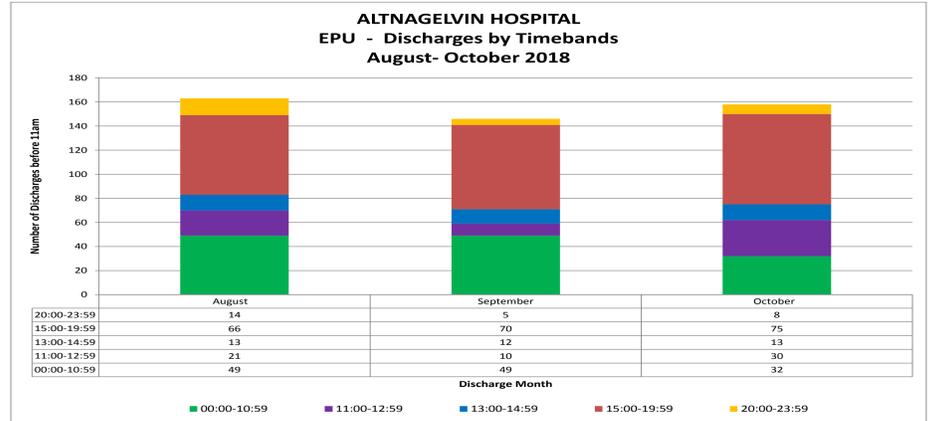
This project will also improve the patient experience as they will not wait unnecessarily longer time for their discharge from the unit.

This project is also a current focus of our Trust Board in terms of the improvement in the ED 4 hour target.

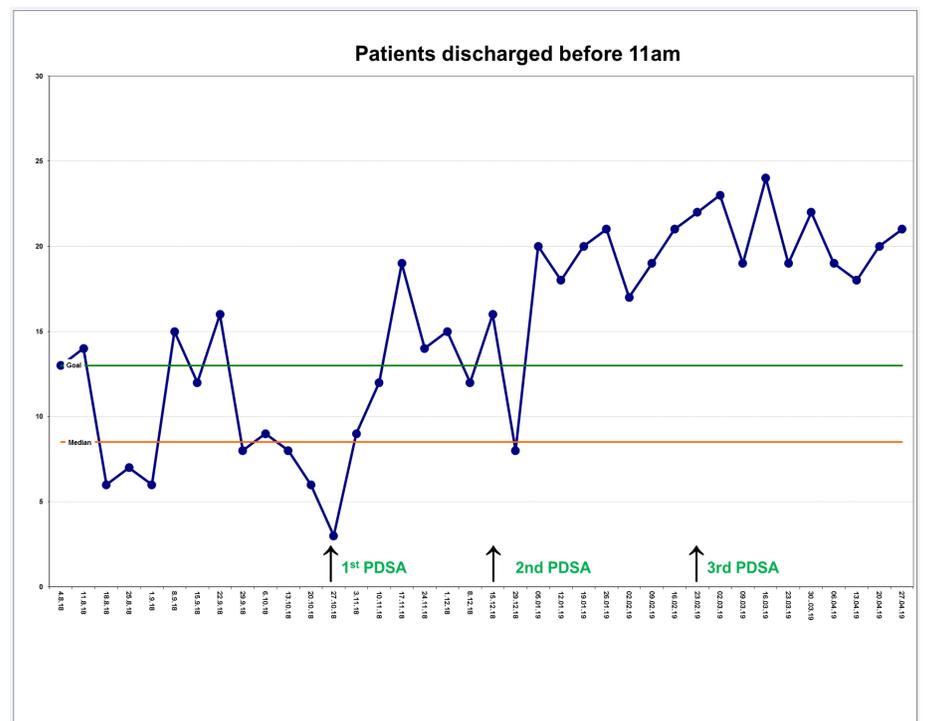
Method



Results



The chart shows the baseline discharge data for EPU prior to the PDSA cycles. As there was a high number of patients going home between 11:00 and 13:00, this is the area that we needed to focus on improving.



Results show a sustained improvement. There was a drop during the Christmas period due to reduction in theatre lists. We have exceeded our goal of 13 patients home before 11am each week, to around an average of 19 patients.

Conclusion

PDSA cycle 1 made the greatest improvement. This encouraged staff to ensure that patients and their carers were aware of the necessity for transport being arranged at an agreed date & time for discharge.

PDSA cycle 2 helped ensure that the discharge letters were completed by the medical staff in good time preventing delays in the patient's discharge.

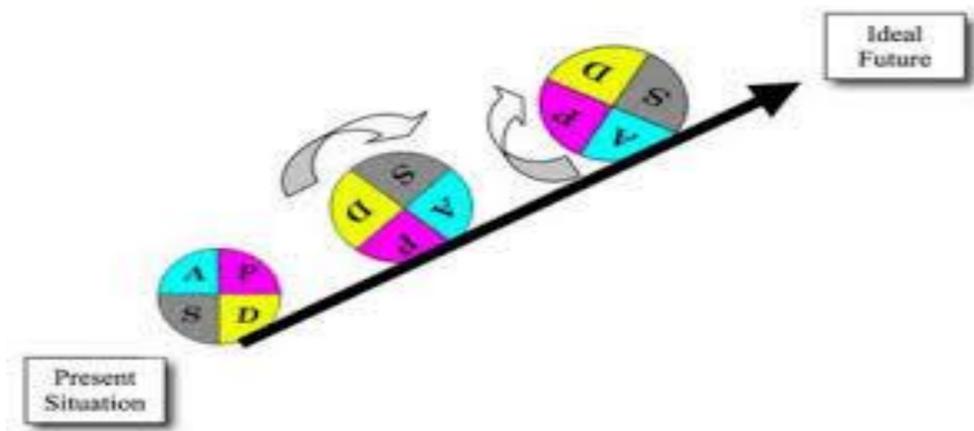
PDSA cycle 3 focused on the Consultant's ward rounds being done timely to facilitate discharge before 11am.

This project has improved communication on the ward and staff enjoyed being part of an improvement project.

Key Learning Points

1. Not all change ideas led to improvement, this is ok.
2. Good engagement with various professional is essential for their understanding of the overall project and their impact on it.
3. Making a change and establishing whether that change has been worthwhile is key to the project's sustainability.

PDSA Test cycles



1st PDSA
Give patients and their carers discharge information leaflet 'Getting ready to leave Hospital' and explain same to ensure transport is arranged in time for discharge.

2nd PDSA
Discharge letters to be completed in theatres by F2.

3rd PDSA
Prioritise potential discharges – timing of consultant rounds