Addressing the Challenge of Discharge and Patient Flow

Dr Naomi Fox
Consultant Geriatrician
Poole Hospital NHS Foundation Trust

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Our pathway for older patients

- ED
- Primary Care
- Stroke Unit
- RACE Unit
- Short Stay Unit
- DME Wards x 3
Lesson 1

Know your system, including its wider context
Edith’s story

- 5 unnecessary admissions per day
- Ambulances convey directly to ED

- Poor communication between community and hospital teams
- Exaggeration of immediate risk
- Excessive ward moves
2 hour delay in completing discharge summary led to 4 extra days in hospital
Lesson 2
Know your problem(s)
ANP-led Ambulatory Clinic

DME Outliers

Clinic returns to full capacity

Acute Frailty Network

Escalation beds reduce clinic capacity

RACE clinic opens

Measure Type

Poole Hospital
NHS Foundation Trust
There’s No Place Like Home

• Campaign to educate staff, patients and relatives about the benefits of timely discharge and risks of prolonged immobility

• Keen interest from partner organisations to deliver a consistent message
SAFER Flow Bundle

**S** - Senior Review. All patients will have a Consultant Review before midday.

**A** - All patients will have an Expected Discharge Date

**F** - Flow of patients will commence at the earlier opportunity (by 10am) from assessment units to inpatient wards.

**E** – Early discharge, 33% of our patients will be discharged from base inpatient wards before midday.

**R** – Review, a weekly systematic review of patients with extended lengths of stay (> 14 days)
Lesson 3

Get your own house in order
The pre-hospital pathway
But what about the back door?

- Pilot “Discharge to Assess” model resource-heavy
- Fresh focus on expertise rather than organisation
- Evolution of “Discharge to Assess” as an ethos, using Trusted Assessors and optimising existing community resource
Lesson 4
Value your partners
Over-75s Locality MDT

Weekly huddle
GP for each surgery, DNs, Community Matron, Pharmacy tech, OT, Social Worker, Geriatrician, Intermediate Care, GP extensivist, CMHT, Ambulance, 3rd sector

Referrals

Actions
Is it effective?
How does it all fit together?
Lesson 5
Build the system around the patient
Addressing the Challenge of Discharge and Patient Flow

- Know your system, including its wider context
- Know your problem(s)
- Get your own house in order
- Value your partners
- Build the system around the patient
- Make it sustainable, and measure, measure, measure!
Thank you

naomi.fox@poole.nhs.uk

@DrNaomiFox
@I_Care_PooleNHS