

Implementing Criteria Led Discharge – One Health Service's Approach

Acute Care Taskforce Meeting on 13 May 2016

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Criteria Led Discharge

Being Organised/Organised Care

The underlying principle is that discharge occurs when patients are clinically ready to leave hospital, with relevant social and functional components also addressed



The Approach

- An innovative model of care in access management with a Whole of Health approach (including PHN)
 - Clinical engagement and best practice standards are central
 - Integrating into routine clinical systems
- Agreed success factors and indicators, monitored during implementation
 - Staff and consumer input from the start
- Promote multidisciplinary teamwork for effective discharge planning
- Support local teams in removing barriers to implementation



Formation of Sydney LHD Steering Committee

Chaired by the Chief Executive

- ...To provide a forum for leadership and strategic oversight to the Sydney LHD Criteria-Led Discharge program
-To promote strategies for timely and appropriate discharge
-To ensure that clinical engagement and best practice standards are central to the program



Engaging the Clinical Coalition for Criteria Led Discharge

- Promote clinical appropriateness and best practice
 - Improve patient experience
- Reduce unnecessary length of stay/reduce bed days
- Minimise waste and reduce rework and better use of resources through increased planning and organisation
 - Improve staff satisfaction

What is Involved?

Time in Department meetings and with key clinicians

Procedures and mapping as piloted – initially orthopaedics, colorectal – and clinical redesign may follow

Building a reference resource - patient stories

- great innovations

- mentors

Mapping process from preadmission through to discharge

Measuring, monitoring and celebrating success



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Measuring Success – Potential Indicators

- Relevant patients on criteria-led discharge at time of admission
 - Estimated date of discharge recorded (updated as indicated)
- Date of discharge recorded - compared with estimated discharge date
 - Reasons for variation from criteria led discharge
- General practitioner receives discharge summary within 24 hours
 - Patient feedback (via patient trackers)
 - Staff trained in Criteria Led discharge procedure
 - Increased weekend discharges
 - Readmission rates

Measuring Framework

Aiming for it to be automated where possible

- Use Patient Journey Boards
 - Unit specific reports
- Hospital and Clinical Stream Reports
- Measure variance to identify systems barriers
- Patient Feedback (via patient trackers)

There is plenty of information....



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Implementation Flowchart



•IDENTIFICATION

- Standardised criteria for the Unit/Ward and different procedures.



•CRITERIA AGREED

- Clinical team agree criteria for discharge, in comparison to current practice.



•BASELINE ASSESSMENT

- Prior to commencement - staff survey, patient experience survey and measurable indicators of progress.



• DOCUMENTATION & COMMUNICATION

- Unit/Ward specific methods of communicating and documenting patient progress through criteria led discharge.




•FEEDBACK

- Monthly - staff working group and feedback from staff involvement, patients, and comparative data.



•ANALYSIS

- Current work flow, feedback, reasons for variance, evaluating measurable indicators of program progression.



•POST- PILOT

- Feedback to be collected and collated; from patient and staff involvement.



•EVALUATION

- Evaluation of program progress through the Steering Committee.

Staff Involvement and Engagement

Baseline, mid- and post-implementation

Seeking views about barriers and opportunities

Local leads/champions – medical, nursing and allied health

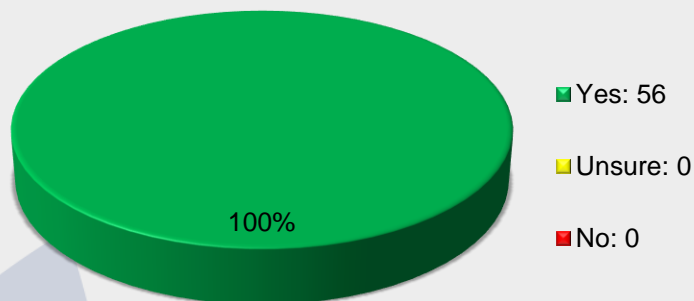
Focus groups to help with design and implementation – eg
Junior Medical Staff

Regular feedback through existing meetings during pilot
phase

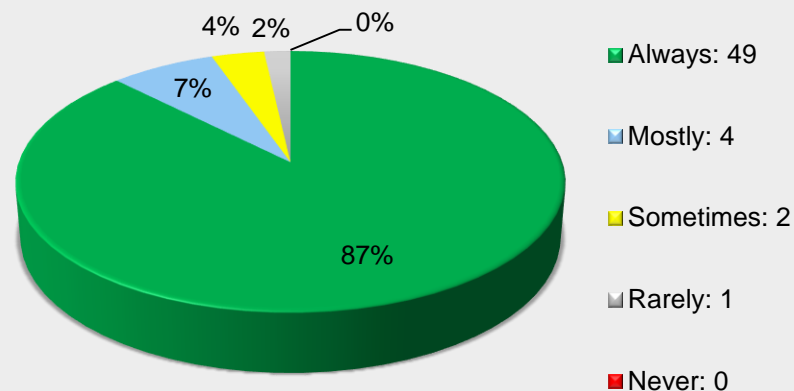


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I am aware of what needs to happen before I am discharged from hospital.

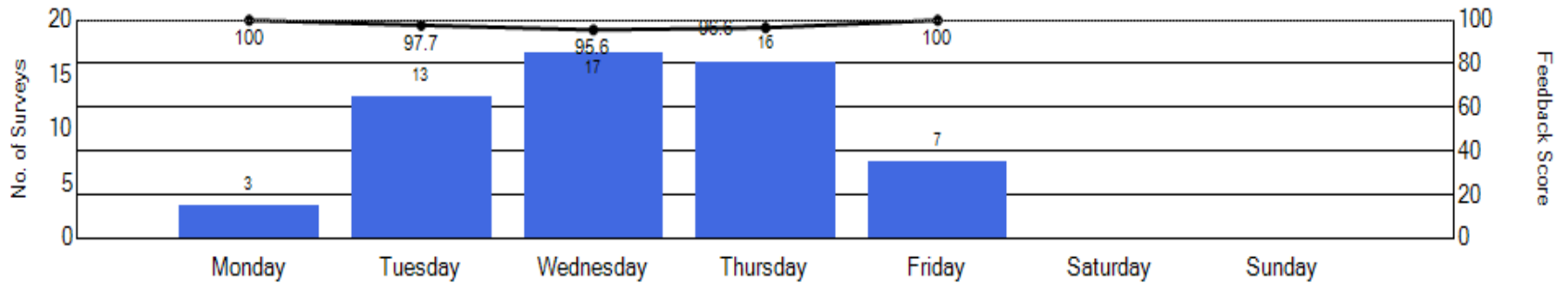


I know who to ask if I have questions about my care in hospital.

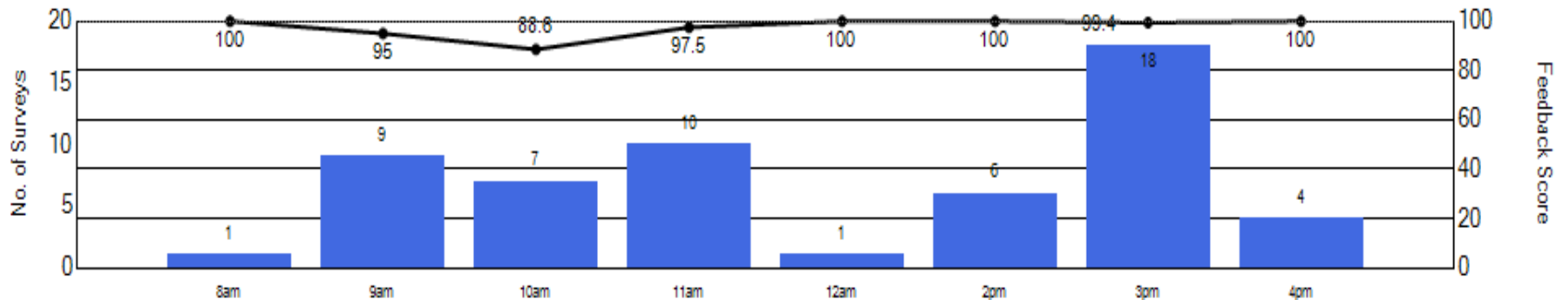


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Overall Score by Day of Week



Overall Score by Time of Day



Progress to date

Focus shifting to best practice in discharge

Clinical champions coming forward

Sustainability through redesign and changing enablers

Simple structures and accessible resources



**Thank you
and
Questions?**



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