

## REASON WHY?

The Discharge lounge has its lowest transfer numbers in the early morning. Ensuring that we have transfers before 10am means that we are spreading our workload across the day ensuring that we reduce the peaks and troughs that we experience on the Lounge. These peaks mean that occasionally we are taking longer to collect patients due to the demand of transfers. This results in delay in transferring patients from ED to the main wards and has a significant knock-on effect.

## PLAN

A process was developed to identify patients to discharge from the wards the day before. A "home from hospital" tag was created to be tested out on medical wards at RSH



Additionally, it was planned to create a patient leaflet to update patients on the process for transferring to the discharge lounge, to ensure our patients were appraised of their situation and the time/processes required to support them to go home safely



## DO

Home from hospital tags were used on all wards at RSH over a 20-week period.

To support this, a 2pm meeting was held with Ward Managers to determine "definite" next-day discharges. Discharge lounge staff then visited the wards around 6pm and take a handover, then place the visual controls on the end of the beds of patients due for discharge in the morning.

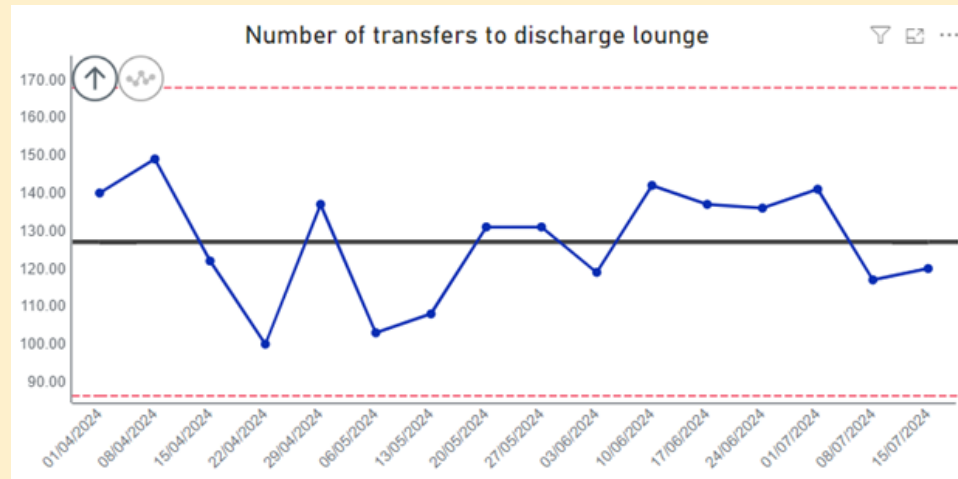
The leaflet is being further developed and has been shared with the Patient Experience team to ensure it meets appropriate standards. In the meantime, a draft copy will be shared with some patients to gain feedback

## SMART AIM

To increase the number of pre 10am transfers to the Discharge Lounge to a total of 10 by 1<sup>st</sup> April 2024

## STUDY

Following the testing phase, the new process demonstrated significant improvements that could be correlated with the new process. Feedback was positive on the new process and worked well with support from the discharge lounge colleagues. More recently, the discharge lounge has been "bedded", leading to a decline in the number of early discharges, with less rigour to the new process.



## ACT

It is believed that the patient leaflet will have a positive impact for our patients and so a draft copy will be tested out at PRH to gain feedback before being further shared with the Patient Experience team.

The home from hospital tags will be tested at PRH in a phased approach, commencing with wards 10 and 9.