

Home for Christmas MADE 2 of 3 PRH

Multi Agency Discharge Events (MADEs) are held to work with internal and external partners across the Integrated Care System to maximise discharges to provide capacity in the acute setting. This case study focuses on the outcomes at PRH

SMART Aim

To discharge the most patients possible from 14th December 2022 'Home for Christmas'

Plan

Utilising data from 2021 the learning from MADE team predicted that SaTH would require flow to cope with on average 150 decisions to admit every day between Christmas and New Year. In order to work towards this the working group organised daily support from each division, local authority and Shropshire Community Trust from the 14th December 2022- 21st December 2022 (excluding the weekend). Each site would operate from a command centre, the Improvement Hub at RSH and Education Room G at PRH, with the ability to have a virtual link for set touch points during the day. Each command centre would attend the standard daily work for site management via teams. As the trust was in a critical incident on the MADE dates, the decision was made to use the usual incident command centre telephone numbers and email address. The event was advertised through various internal communications, emails and fortnightly teams meetings from November 2022.

Do

At PRH, representatives from each division co-located in the Incident Command Centre in Room G in the Education Centre. Colleagues from the Local Authorities and Shropcom were also present. At the end of each day every patient identified with a discharge for the next day either through SQL or the tracker were then shared with the discharge lounge to begin handover for an 0800 transfer. Outstanding urgent actions were escalated to the matrons to resolve after 1200 to allow the PJFs to continue work on new discharges, simple discharges and planning for the next day.

Study

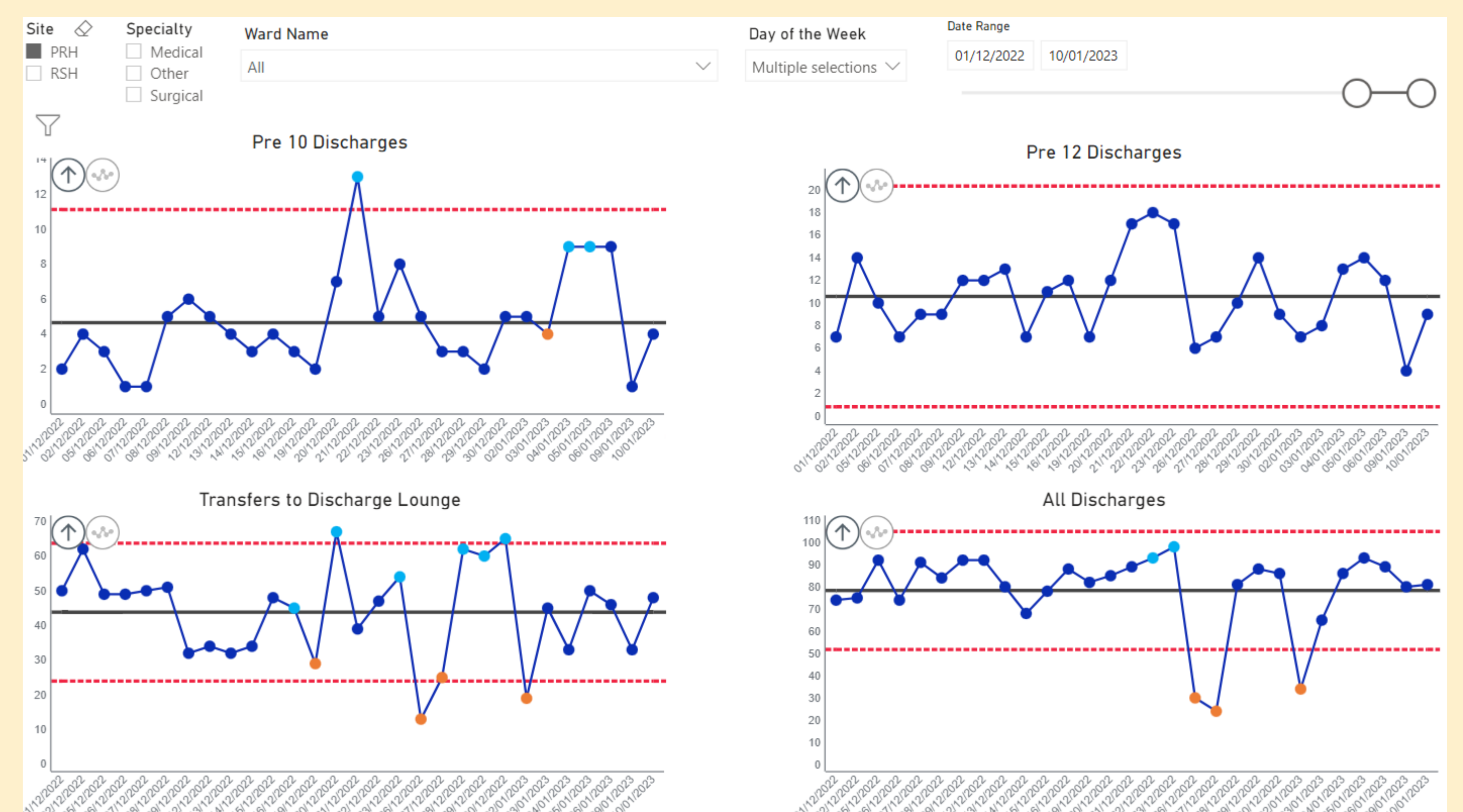


- PRH saw above average pre 10 discharges in the second half of the MADE event with pre 10 discharges exceeding normal ranges on the 21st December. Following the New Year bank holiday PRH also saw a sustained increase in pre 10 discharges. Pre 12 discharges were also slightly above average in the second half of MADE but with no significant statistical trends.
- Patients transferred to the discharge lounge also saw some statistical improvement sustained over the period of MADE through to the New Year bank holiday, this has not sustained into 2023 but usage has not significantly dropped below average.
- PRH saw discharges increase with a significant improvement noted by the 22nd December, suggest that the actions undertaken in MADE resulted in increased discharges before Christmas and above average discharges between Christmas and New Year

- PRH saw an improvement in the number of patients residing for over 14 days This increased over the average following boxing day and the patients residing over 21 days increased over average throughout the MADE event. This led to an over average length of stay across PRH until the 06/01/2023.
- The Medically Fit For Discharge numbers peaked on the 16th December dropping to below average on the 22nd December that could account for the average length of stay if patients condition was deteriorating, therefore not longer being medically fit.

Observations and escalations

- Although the Incident Command function was enacted, very few real-time escalations were escalated via this route. The WhatsApp Groups appeared to be an effective methodology for escalation of issues, however this results in the ability to log, track and follow up actions to maintain accurate contemporaneous records for future learning.



Act

The next steps is to open an improvement project on pre booked transport and escalation process for patients booked but not made ready to ensure a timely discharge. The +21 day review from previous learning from MADE will be extended to include all patients over 14 days and escalated to our system partners via the long stay meetings.

To address engagement the MADEs for 2023 will be pre booked and shared via the various communication routes in the trust