

Improve flow of discharge information between staff on Ward 18

15th November 2022

Getting to Good: Productivity and Efficiency

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Currently Ward 18 colleagues are not always aware of the flow of their patients due to not having a visual reminder, such as a PSAG board, or Production Board. Important information, such as provision of TTOs, booking of transport, are not always known, resulting in re-work of having to constantly chase up. As a result, this has been known to cause delays to discharge.

SMART Aim

To ensure all tasks required for discharge are communicated at ward level by the 21/02/2023 to ensure a safe and efficient discharge.

Plan

Currently Ward 18 colleagues are not always aware of the flow of their patients due to not having a visual reminder, such as a PSAG board, or Production Board. Important information, such as provision of TTOs, booking of transport, are not always known, resulting in re-work of having to constantly chase up. As a result, this has been known to cause delays to discharge.



A picture of Ward 27 Production board to pinch with pride and get useful ideas

Do



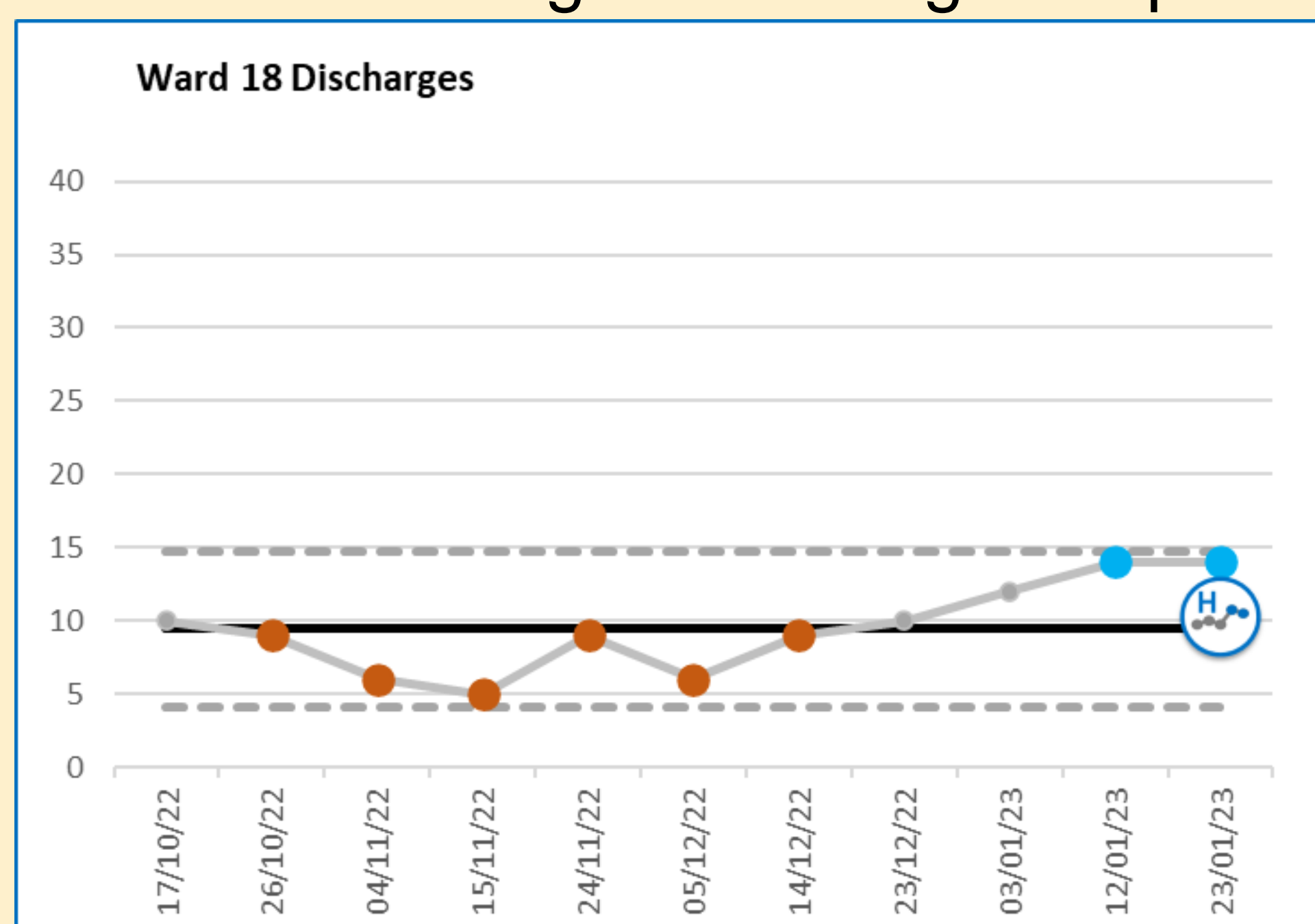
Before Photo

The team communicated with and gathered feedback from their colleagues regarding the Production Board and trialled a sheet of magic board for a few weeks before moving on to using a white board. All the important information, TTO's, booking transport etc are visible on the board.

Study

The team measured the success of their work through the time it took to discharge patients and the impact it had on colleagues reducing their workload by getting things right first time. I spoke to thirteen members of staff in total over 2 days, asked what they thought of the production board and was it of any value. All 13 colleagues had very positive comments **"Its really helpful, brilliant, a fantastic help to us and we should have done it sooner"**

The SPC chart demonstrates the positive impact the production board had on discharges, helping visually manage the tasks remaining to discharge the patients.



Act



The ward has been using the Production Board for over six weeks. It is sustaining and along side the PSAG board that has been fitted, all patient information is readily available. The ward feels calm and in control.