

Ward 11 'Perfect Fortnight'

Theme | Medicine TP / Patient Flow

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REASON WHY?

When workstream 4 ward processes was relaunched in September 2024, it relied heavily on the implementation of the modern board round 'Sick Home Others Plan'. A guide and poster were developed, and communications shared, although showing initial improvements it has failed to sustain.



To increase pre 12:00 discharges to 33% or more
To increase pre 17:00 discharges to 80% or more
To reduce simple LOS to be in line with divisional aim of 4 days
To reduce complex discharges to 30%
Commencing 3rd March 2025 – 14th March 2025

PLAN

The plan was to hold a 'perfect' fortnight guiding medical/nursing colleagues to utilise the SHOP model fully to achieve the above aims whilst proving the efficiency and effectiveness of the model.

A rhythm of the day (ROTD) was developed and shared with stakeholders.

3 PDSA's were developed which incorporated the ROTD –

1. Board round to follow SHOP model
2. Ward round to follow SHOP model
3. Afternoon huddle

DO

All 3 PDSA's were followed daily and trialled throughout the fortnight.

PDSA 1 brought structure to the board round, and allowed for clear actions to be set.

PDSA 2 resulted in a higher number of discharges earlier in the day.

PDSA 3 allowed for improved planning 'for tomorrow' supporting PDSA 2.

STUDY

During the first week there was an 8% improvement in pre 12:00 discharges. In week 2 there was a noticeable improvement in the pre 12:00's averaging 48% in the first 3 days however, due to delays in other departments – this prevented any moves from the ward pre 12:00 lowering the weekly average to 24%. Pre 17:00 discharges improved by 20% during week 2, with the ward achieving 100% pre 17:00 discharges for 3 out of 5 days.

Week 1 3/3/25	Week 2 10/3/25
40 Discharges	29 Discharges
32.5% % before 12	24.14% % before 12
72.5% % before 5	86.21% % before 5

Metric	Baseline (6-week average)
Discharges	22
Pre 12:00	24.2%
Pre 17:00	65.3%

Simple LOS saw a reduction in week 1 to 4.5 days due to the high discharge activity and quicker turn around of new admissions, week 2 saw a rise to 6.5 days but this has since recovered to 4.65 days. Ward 11 complex discharge baseline for January was 40.7% and this increased in February to over half of all their discharges at 54.4%. In week 1 complex discharges reduced slightly to 44%, further reducing to 34.5% in week 2, this has slightly increased to 37% in the latest data set.

ACT

Ward 11 will adopt following the SHOP model for both their board and ward round, and have seen sustained improvements in the week following.

Ward 11 ward manager is a regular attendee of the wider workstream and will receive ongoing support.

30, 60 and 90 day remeasures are planned.

As a wider piece of work this will shape a 'rollout' programme to support other medicine wards with ward 26 as the next scheduled ward commencing 7th April.