

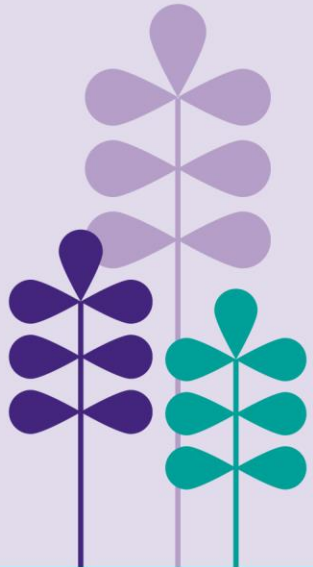
Healthier Communities,
Outstanding Care



Sherwood Forest Hospitals
NHS Foundation Trust



Optimising the Patient Journey



Introductions

Sam Bray – Improvement Manager

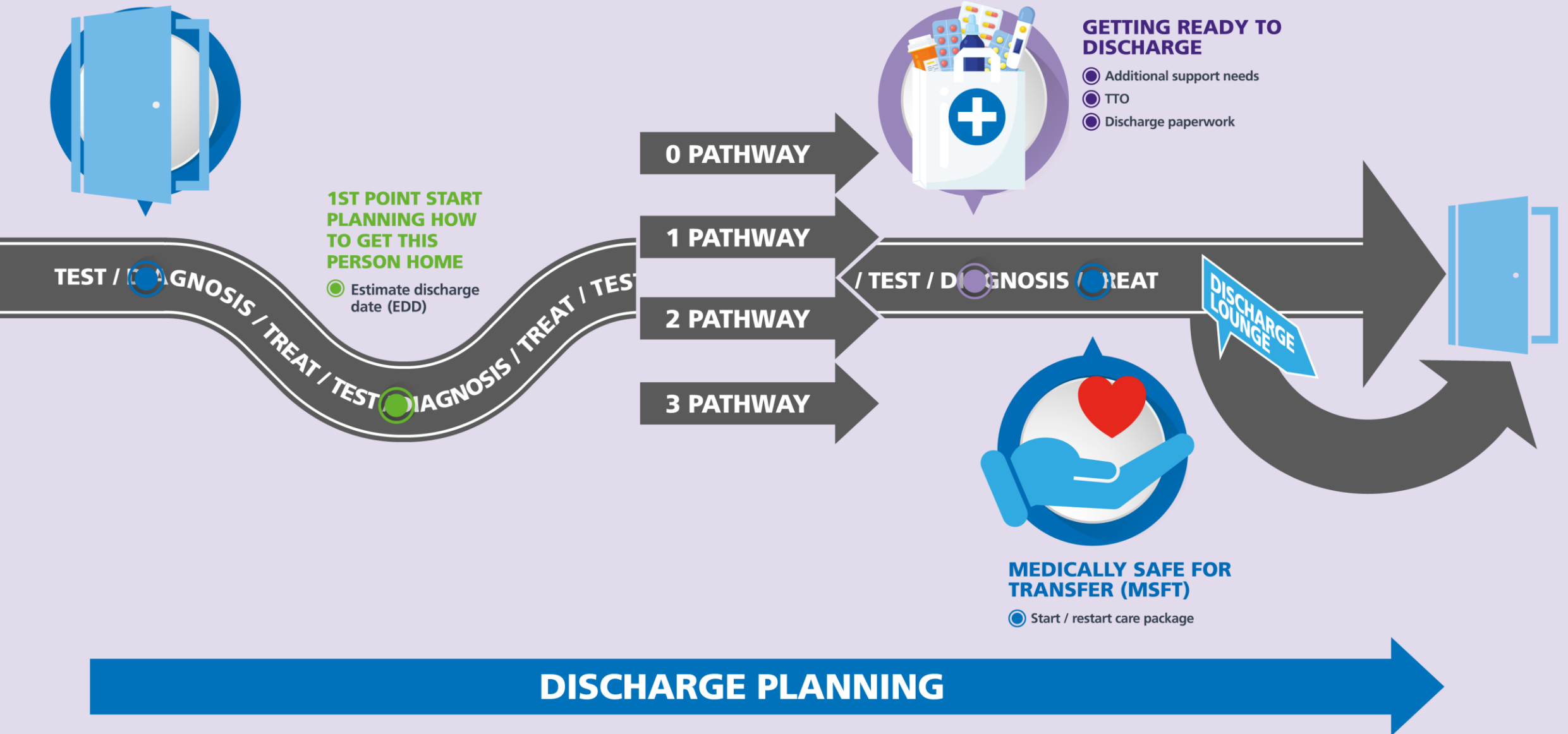
Ann Fewtrell – Improvement Lead

Thanks also to:

Ceri Feltbower – Associate Director of Improvement

Vicky Panayi – Head of Service, Discharge

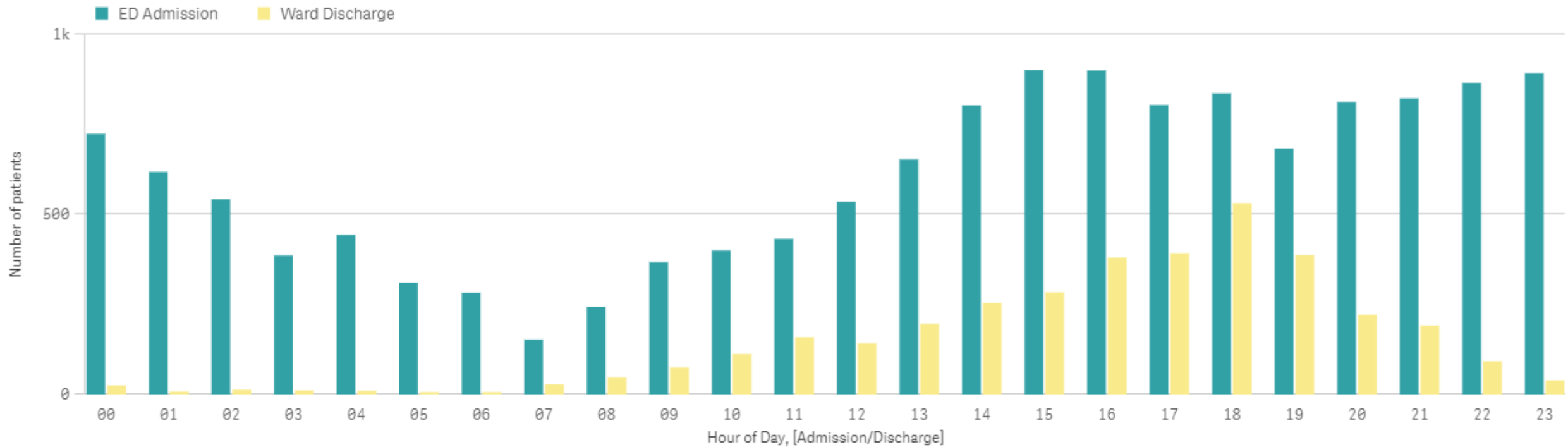
- Aim of the project
 - improve patient experience and flow by ensuring patients are able to go home as soon as they are medically fit to do so.
- Benefits
 - Patient experience
 - Reduced length of stay
 - Timely discharge (leave earlier in the day)
 - Supporting improved flow in the hospital



Background Data

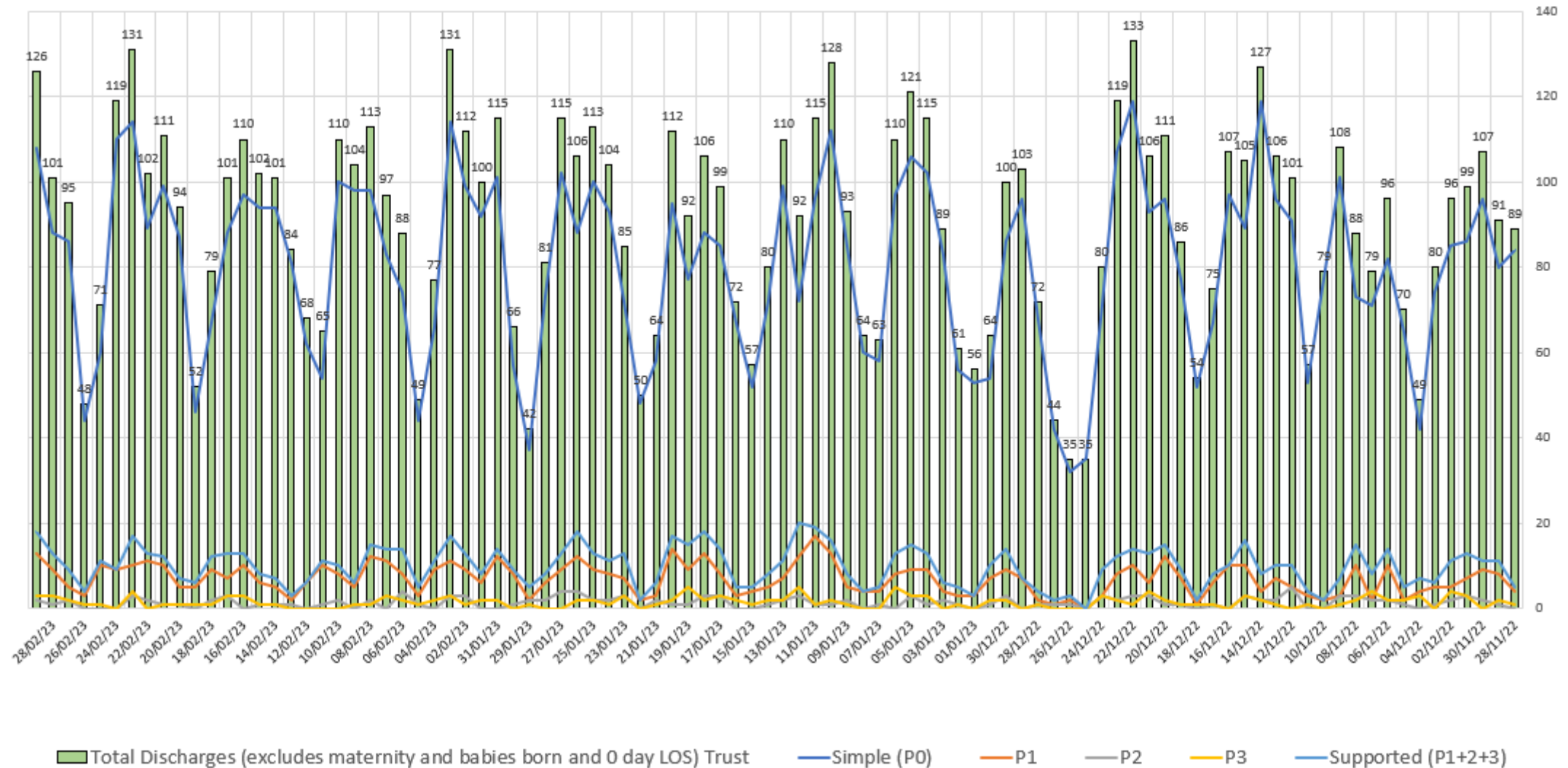
ED admissions (green) and ward discharges (yellow) by time of day

ED Admissions and Ward Discharges by Hour of Day

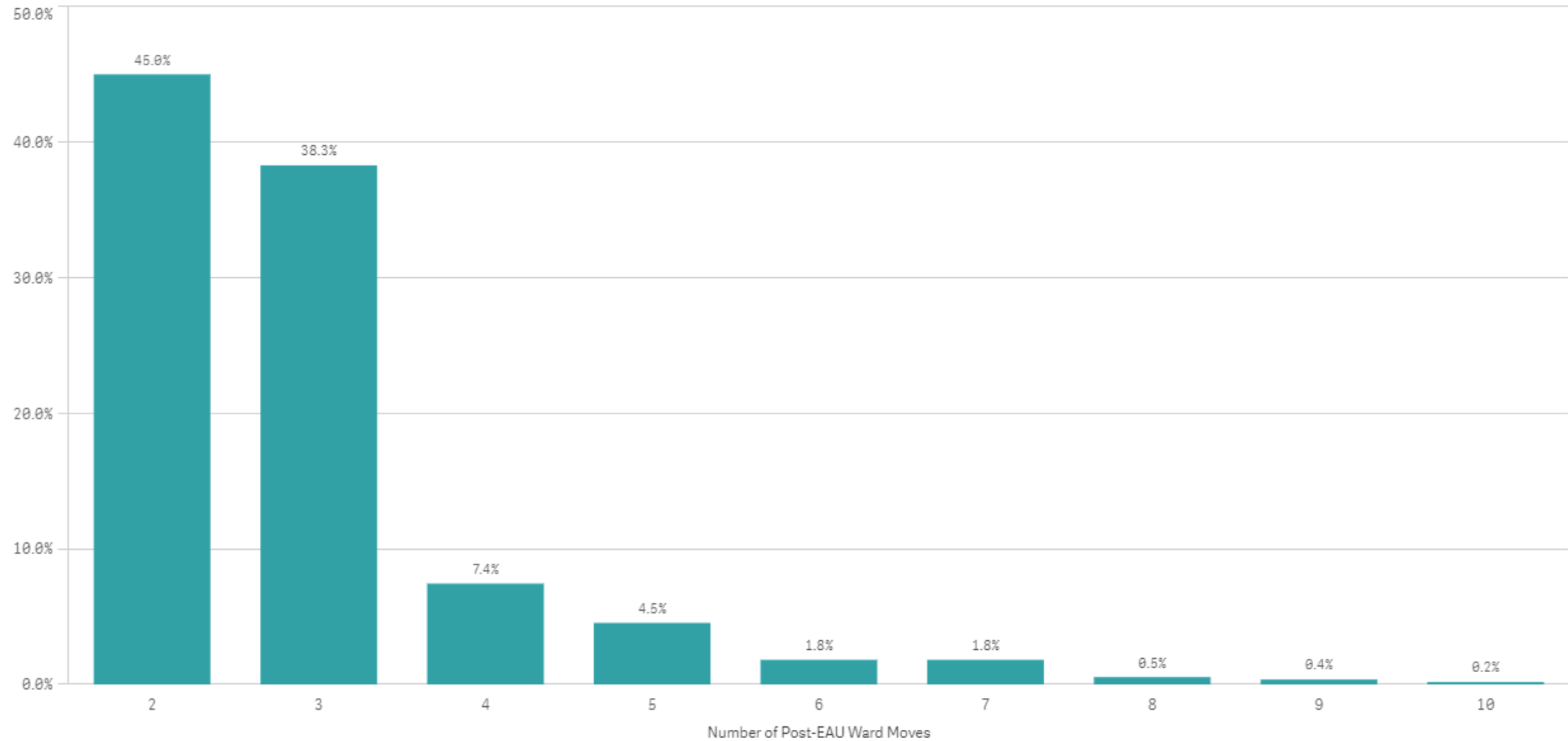


Background Data

Daily discharges by pathway



Percentage of Post-EAU ward moves



USING NERVECEN TO SUPPORT OUR WORK

- Has everyone got the access / views that they require?
- Has everyone received training?
- Is everyone using it correctly?
- Is everyone updating in real time?



ROLES AND RESPONSIBILITIES: BOARDROUNDS

- Clear identified lead
- 'Action cards' for each role
- Communication: on the ward / outside the ward
- Golden patients identified same day / next day



EFFECTIVE BOARDROUNDS

- Start at / or before 09.00 am
- All MDT present
- Notes available
- Nervecentre updated in real time
- PDMS (Predicted date of medically safe) agreed



MEASURING WHAT WORKS (WARD DASHBOARDS)



EFFECTIVE WARDROUNDS

- Agreed start time
- Senior clinical lead present
- Nursing representative present
- Patient concerns / questions addressed.
- Update plan on Nervecentre and notes
- Assign key actions and timescales



- Lack of consistency around board rounds
- Prioritisation of ward rounds
- Long waits for TTOs
- Wards don't always know what services/support are available
- Number of ward moves for some patients
- Reliance on IT systems to support the clinical processes and provide the data to know how we're doing

- Feedback on observations
- Promoting SHOP to organise board and ward rounds
- Pathway 0 review events
- Web resource in development for discharge services
- Supporting the development of criteria led discharge
- Supported a review of NerveCentre

- Supporting ward leaders and matrons with their action plans
- Work to define/clarify medically safe for discharge and how to record in on NerveCentre
- A larger piece of work to engage the users of NerveCentre and digital teams to identify opportunities to simplify and streamline

Discussion and questions