Tower Hamlets Home Treatment Team HTDS Project

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Why: In line with Trust strategic improvement aims, the project would:
improve patient and carer experience,
reduce harm from medication
and reduce delays and inefficiencies.

Aim: To review the current discharge forms.
To reduce the discharge process from two stages to one. To ensure that 100 % of all discharges were communicated to GPs within a 24 hour period of the patient being discharged from the service.

Measures:
Outcome: no. days takes to communicate with GP following discharge
Process: the count of all discharges made from the service

Lessons Learnt:
- For any change to succeed, the whole service needs to be involved in the inception and overall planning of the change.
- Always good to give periodic updates to the whole team as this keeps all staff on board with the project.
- Its important to not be too ambitious initially as even small changes can have a large service impact.

Driver Diagram

Aim

Improve patient safety and reduce delays and inefficiencies by ensuring by September 2015-100% of TH HTT discharge communication are shared with GPs within 24 hours of patient discharge

Assess current average length of completion of DNFs

Ask GPs for feedback

Engage a multi-disciplinary group of staff to develop a modified document

Stop DNF (Exnovation 1)
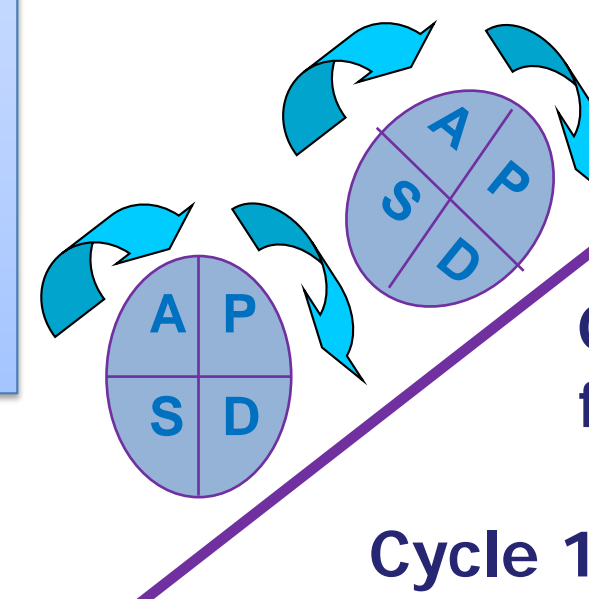
Stop IDF in current format

Adapt IDF to ensure all relevant information from DNF incorporated

Test new Discharge communication

Change Ideas

Review the two existing documents communicating discharge into one documents that convey *ALL* relevant information on time

PDSA cycles of testing

Cycle 2: New HTDS form introduced.

Cycle 1: Test of completing two new HTDS forms.

Number of days taken to communicate with GP following discharge

Median 1.6