

Ensuring people are only in hospital when they need to be
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Reduction in bed days and unnecessary delays in discharge

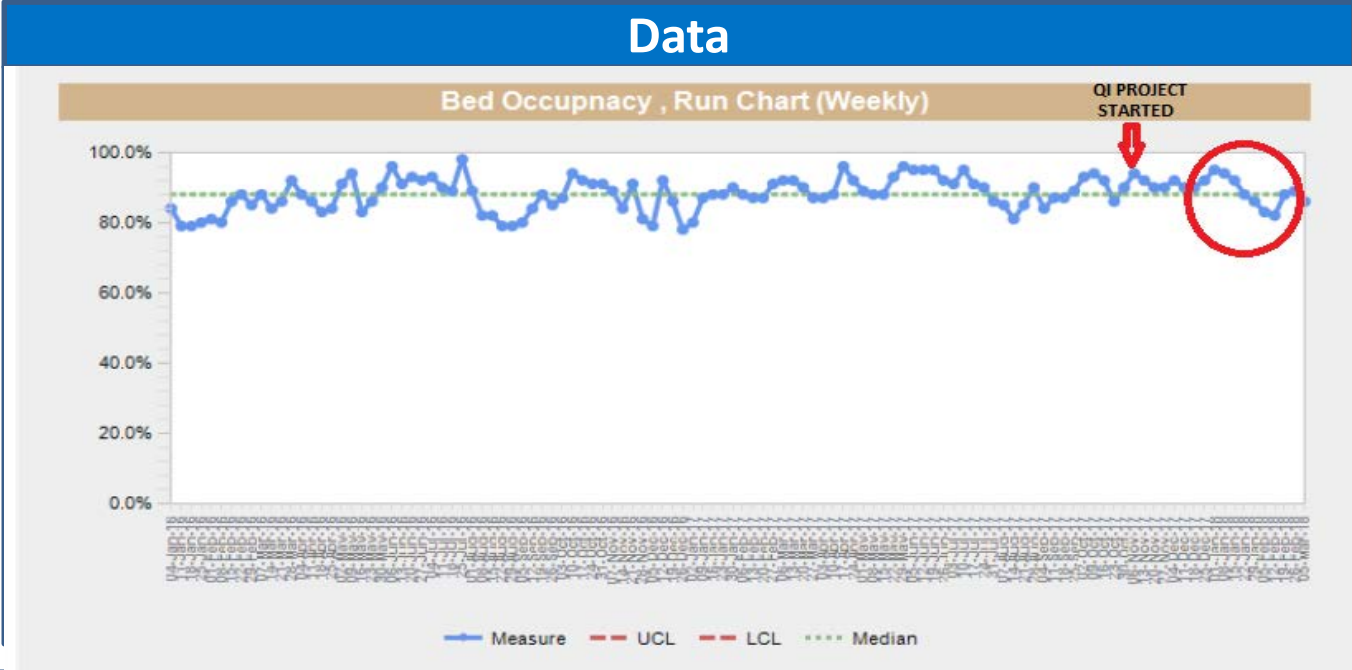
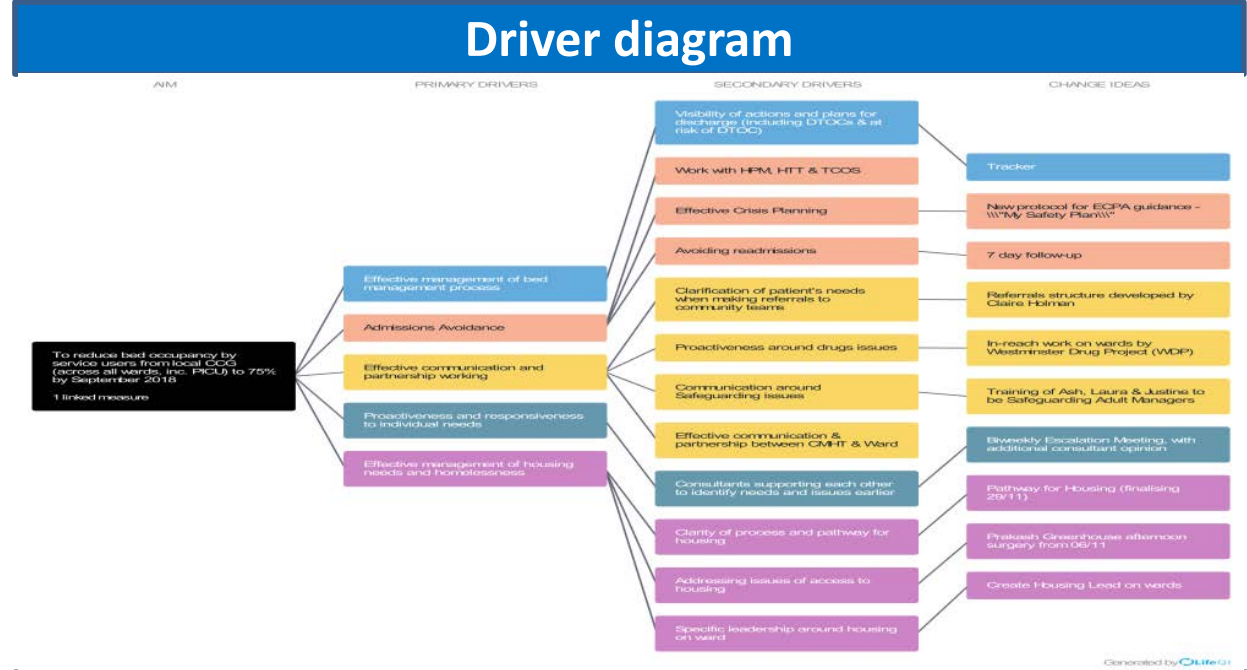
Aim

To reduce bed occupancy by service users from local CCG (across all wards, inc. PICU) to 75% by September 2018

Why is this important to service users and carers?

There is high demand for in patient beds, so to ensure that demand can be met we are trying to ensure that people are only in hospital for the shortest necessary time.

- Tests of Change**
- Bed Tracker
 - Redesigned bed management meetings
 - Patient Ward Boards
 - New Housing Pathway Protocol
 - Peer Case Reviews



Learning and what next?

The team have used many tools such as process mapping and nominal group techniques to understand the pathway, identify issues within it and develop change ideas. Several PDSA's have come from these change ideas which are being tested now and a few have been tested and implemented already as good practice. We will continue to design and test until we achieve our aim.

PRIMARY DRIVERS

SECONDARY DRIVERS

CHANGE IDEAS

To reduce bed occupancy by service users from local CCG (across all wards, inc. PICU) to 75% by September 2018
1 linked measure

- Effective management of bed management process
- Admissions Avoidance
- Effective communication and partnership working
- Proactiveness and responsiveness to individual needs
- Effective management of housing needs and homelessness

- Visibility of actions and plans for discharge (including DTOCs & at risk of DTOC)
- Work with HPM, HTT & TCOS
- Effective Crisis Planning
- Avoiding readmissions
- Clarification of patient's needs when making referrals to community teams
- Proactiveness around drugs issues
- Communication around Safeguarding issues
- Effective communication & partnership between CMHT & Ward
- Consultants supporting each other to identify needs and issues earlier
- Clarity of process and pathway for housing
- Addressing issues of access to housing
- Specific leadership around housing on ward

- Tracker
- New protocol for ECPA guidance - "My Safety Plan"
- 7 day follow-up
- Referrals structure developed by Claire Holman
- In-reach work on wards by Westminster Drug Project (WDP)
- Training of Ash, Laura & Justine to be Safeguarding Adult Managers
- Biweekly Escalation Meeting, with additional consultant opinion
- Pathway for Housing (finalising 29/11)
- Prakash Greenhouse afternoon surgery from 06/11
- Create Housing Lead on wards