



# Reducing length of stay

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Life QI Code: 113662

## Don't keep me waiting...

### Aim

**To reduce length of stay on Arnold Whitchurch and Russell wards by 10% by 31st December 2018, and 20% by 31st March 2019.**

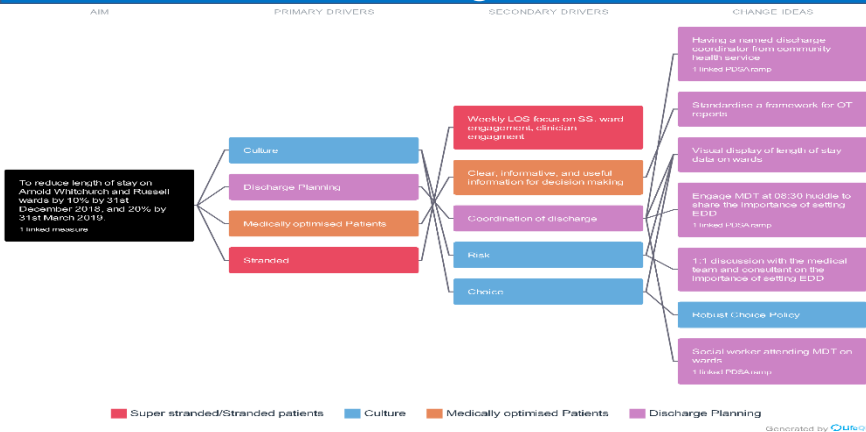
### How did you involve service users and carers in this work?

Planning for **Little I** involvement. Consent and questionnaire approved to be use for capturing patients and carers feedback on how they were prepared for discharged, and whether they were discharged on or before their estimated discharge date (EDD).

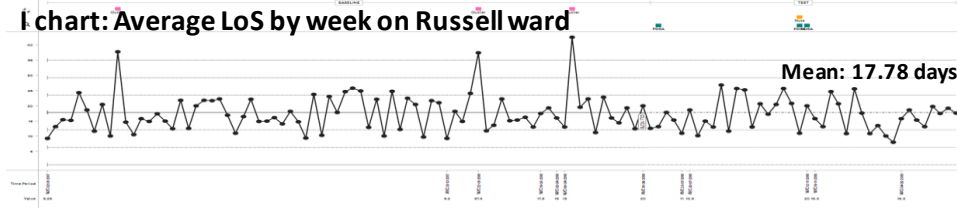
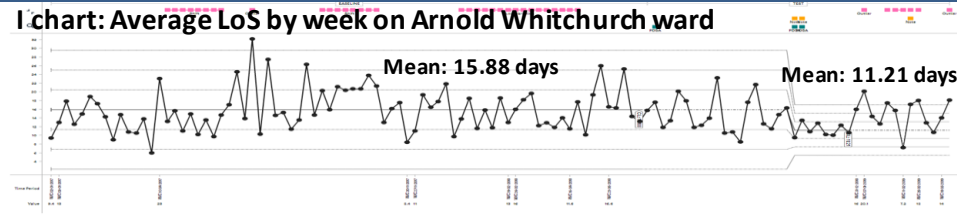
### Tests of Change

- **Named discharge coordinator from community health service, and Social Care Worker** joining the ward's MDT round Monday-Friday.
- **Setting and having an accurate EDD** in place by speaking with the MDT team about the importance.
- **Visual display of EDD** by patients bed.

### Driver diagram



### Data (Outcome measure)- updated to March 2019



### Learning and what next?

- **Using tools** learnt provide an objective view of the project progress, helps to take away the blame culture, and also breaking down the barriers of working across organisations.
- Working across organisation boundaries can be complex and challenging but **understanding and clarifying each professional roles** in discharge process is vital alongside with **good communication**.
- Need to increase **shared ownership** of the QI project with front line staff working on the wards. We have started holding project meetings on the ward to get and maintain buy-in from front line staff.
- **Don't give up!**



# Tell us your story in a nutshell

*Average LOS was above the national average, the hospital struggled to ensure patients was discharged in a timely way. This lead to joint partnership (acute trust, community health services and social care) to tackle this on two elderly wards with the QI method.*

*We have a dedicated and motivated group of stakeholders (steering group) from across the organisations, meeting every 2 weeks to progress this QI project.*

*Due to competing demands on the ward, one of the challenge was the difficulty in engaging frontline staff to form a project team to lead on this work consistently.*

*We will keep going with the QI project, working to get more buy in to achieve our aim, and plan for scale up and spread to others wards in the hospital.*

## Any additional team or project photos?



Paste them into a slide and we will share them with your project story!

Please return your completed poster to [elft.qi@nhs.net](mailto:elft.qi@nhs.net)