

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.



What are we testing?

- Tower Hamlets Home Treatment Team (TH HTT) felt that the current discharge document(s) were too lengthy and repetitive.
- There was a two stage document/communication discharge process.
- This led to delays in communicating discharge arrangements to GPs. In line with Trust strategic improvement aims, the project would:
- improve patient and carer experience,
- reduce harm from medication
- and reduce delays and inefficiencies.

Why is this important to service users and carers?

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

Outcome measures

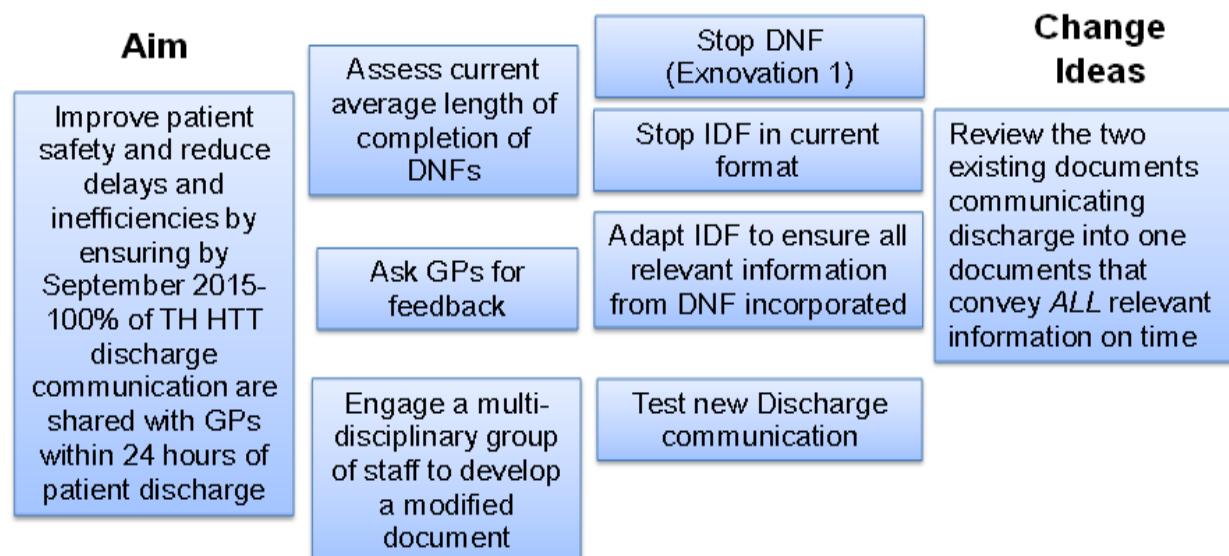
Measures

I chose to represent the results using run charts as these are ideal to show the count of all discharges made from the service.

Why did you choose those measures?

Run charts represent the data in a format that is easily digestible especially for staff who have not attended the course..

Driver Diagram



Learning

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.
 I learnt about service improvement theory and how to implement this into practice