

Clinical Audit Patient Panel

**An audit of compliance with
SaTH Discharge Policy
from the patient perspective**

July 2014

Why was this audit carried out?

TO:

- discover the discharge experience of recent in patients at both SaTH hospitals
- evaluate compliance with the current discharge policy
- assess patient satisfaction with the discharge process
- suggest changes to the policy as a result of identified shortcomings via the audit results



How was this audit carried out?

- Patient panel designed a questionnaire
- Handed out to patients on day of discharge
- Patients asked to take the form home with them to complete and post back
- 134 questionnaires were handed out
- 54 completed forms were posted back
- 43% return rate ✓



Q1 Did you get discharge instructions for this visit?
 Yes No

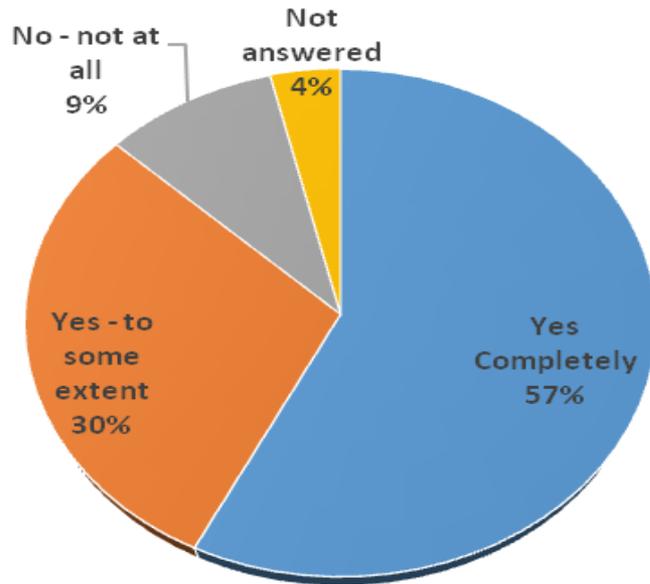
Q2 How long was your discharge delay?
 None 1-15 min 16-30 min 31-45 min 46-60 min 61-75 min 76-90 min 91-105 min 106-120 min 121-135 min 136-150 min 151-165 min 166-180 min 181-195 min 196-210 min 211-225 min 226-240 min 241-255 min 256-270 min 271-285 min 286-300 min 301-315 min 316-330 min 331-345 min 346-360 min 361-375 min 376-390 min 391-405 min 406-420 min 421-435 min 436-450 min 451-465 min 466-480 min 481-495 min 496-510 min 511-525 min 526-540 min 541-555 min 556-570 min 571-585 min 586-600 min 601-615 min 616-630 min 631-645 min 646-660 min 661-675 min 676-690 min 691-705 min 706-720 min 721-735 min 736-750 min 751-765 min 766-780 min 781-795 min 796-810 min 811-825 min 826-840 min 841-855 min 856-870 min 871-885 min 886-900 min 901-915 min 916-930 min 931-945 min 946-960 min 961-975 min 976-990 min 991-1005 min 1006-1020 min 1021-1035 min 1036-1050 min 1051-1065 min 1066-1080 min 1081-1095 min 1096-1110 min 1111-1125 min 1126-1140 min 1141-1155 min 1156-1170 min 1171-1185 min 1186-1200 min 1201-1215 min 1216-1230 min 1231-1245 min 1246-1260 min 1261-1275 min 1276-1290 min 1291-1305 min 1306-1320 min 1321-1335 min 1336-1350 min 1351-1365 min 1366-1380 min 1381-1395 min 1396-1410 min 1411-1425 min 1426-1440 min 1441-1455 min 1456-1470 min 1471-1485 min 1486-1500 min 1501-1515 min 1516-1530 min 1531-1545 min 1546-1560 min 1561-1575 min 1576-1590 min 1591-1605 min 1606-1620 min 1621-1635 min 1636-1650 min 1651-1665 min 1666-1680 min 1681-1695 min 1696-1710 min 1711-1725 min 1726-1740 min 1741-1755 min 1756-1770 min 1771-1785 min 1786-1800 min 1801-1815 min 1816-1830 min 1831-1845 min 1846-1860 min 1861-1875 min 1876-1890 min 1891-1905 min 1906-1920 min 1921-1935 min 1936-1950 min 1951-1965 min 1966-1980 min 1981-1995 min 1996-2010 min 2011-2025 min 2026-2040 min 2041-2055 min 2056-2070 min 2071-2085 min 2086-2100 min 2101-2115 min 2116-2130 min 2131-2145 min 2146-2160 min 2161-2175 min 2176-2190 min 2191-2205 min 2206-2220 min 2221-2235 min 2236-2250 min 2251-2265 min 2266-2280 min 2281-2295 min 2296-2310 min 2311-2325 min 2326-2340 min 2341-2355 min 2356-2370 min 2371-2385 min 2386-2400 min 2401-2415 min 2416-2430 min 2431-2445 min 2446-2460 min 2461-2475 min 2476-2490 min 2491-2505 min 2506-2520 min 2521-2535 min 2536-2550 min 2551-2565 min 2566-2580 min 2581-2595 min 2596-2610 min 2611-2625 min 2626-2640 min 2641-2655 min 2656-2670 min 2671-2685 min 2686-2700 min 2701-2715 min 2716-2730 min 2731-2745 min 2746-2760 min 2761-2775 min 2776-2790 min 2791-2805 min 2806-2820 min 2821-2835 min 2836-2850 min 2851-2865 min 2866-2880 min 2881-2895 min 2896-2910 min 2911-2925 min 2926-2940 min 2941-2955 min 2956-2970 min 2971-2985 min 2986-3000 min 3001-3015 min 3016-3030 min 3031-3045 min 3046-3060 min 3061-3075 min 3076-3090 min 3091-3105 min 3106-3120 min 3121-3135 min 3136-3150 min 3151-3165 min 3166-3180 min 3181-3195 min 3196-3210 min 3211-3225 min 3226-3240 min 3241-3255 min 3256-3270 min 3271-3285 min 3286-3300 min 3301-3315 min 3316-3330 min 3331-3345 min 3346-3360 min 3361-3375 min 3376-3390 min 3391-3405 min 3406-3420 min 3421-3435 min 3436-3450 min 3451-3465 min 3466-3480 min 3481-3495 min 3496-3510 min 3511-3525 min 3526-3540 min 3541-3555 min 3556-3570 min 3571-3585 min 3586-3600 min 3601-3615 min 3616-3630 min 3631-3645 min 3646-3660 min 3661-3675 min 3676-3690 min 3691-3705 min 3706-3720 min 3721-3735 min 3736-3750 min 3751-3765 min 3766-3780 min 3781-3795 min 3796-3810 min 3811-3825 min 3826-3840 min 3841-3855 min 3856-3870 min 3871-3885 min 3886-3900 min 3901-3915 min 3916-3930 min 3931-3945 min 3946-3960 min 3961-3975 min 3976-3990 min 3991-4005 min 4006-4020 min 4021-4035 min 4036-4050 min 4051-4065 min 4066-4080 min 4081-4095 min 4096-4110 min 4111-4125 min 4126-4140 min 4141-4155 min 4156-4170 min 4171-4185 min 4186-4200 min 4201-4215 min 4216-4230 min 4231-4245 min 4246-4260 min 4261-4275 min 4276-4290 min 4291-4305 min 4306-4320 min 4321-4335 min 4336-4350 min 4351-4365 min 4366-4380 min 4381-4395 min 4396-4410 min 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min 10711-10725 min 1072

What was measured?

- Patient satisfaction was measured by asking patients 29 questions about their experiences prior to, at discharge and after they returned home.
- Free space was provided for additional comments and information.

What was discovered?

Q8 - Were you included in discussions about your expected discharge date?



- **Of patients who said they had a carer or relative only 28% said their carers were included in the discharge discussions.**

- **34% said that their carers were not involved in discussions**

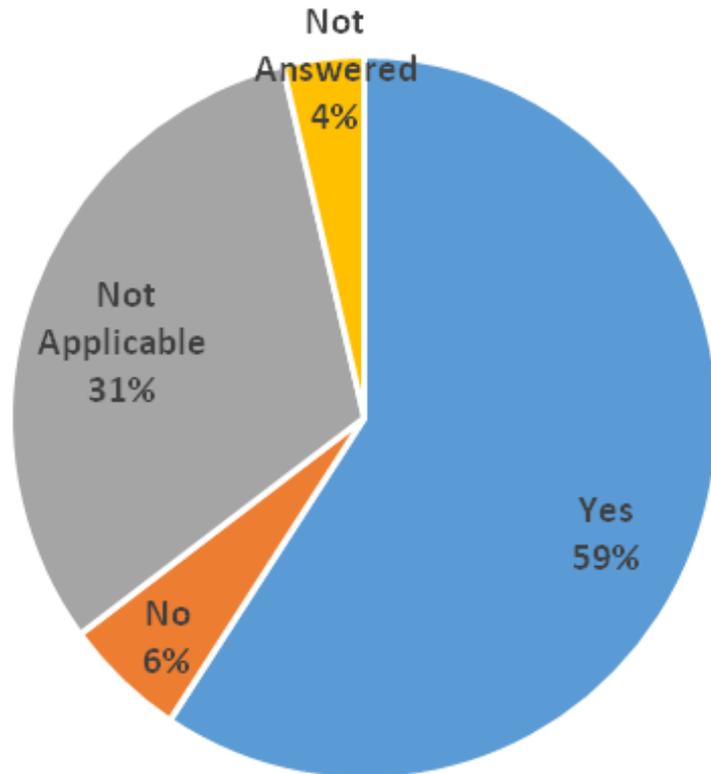
This may indicate that including carers or relatives in discussions is an issue.

The SaTH Discharge Policy states:

Involve patients and carers in planning for discharge so that they can make informed decisions and choices that deliver a personalised care pathway and maximise their independence

On returning home?

Q11 - After your discharge did you receive the care at home that was agreed in hospital ?

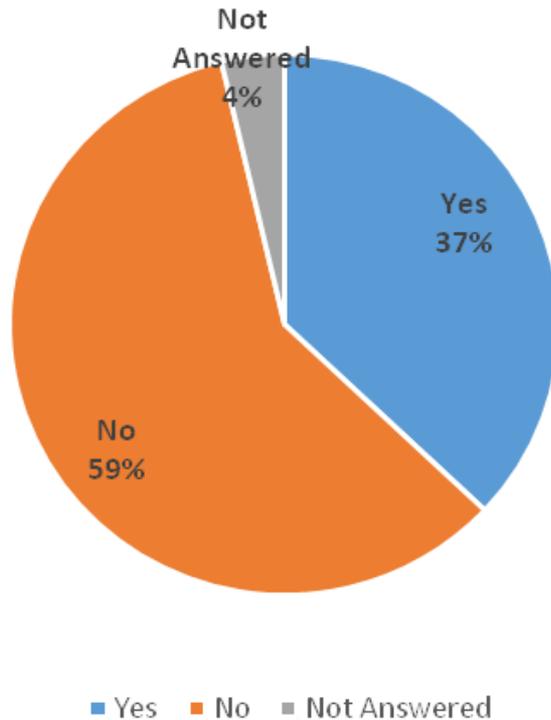


Of the 25 patients who were told they did require follow-up care after discharge:

- **77% said the hospital arranged the care**
- **One patient said that the care that had been promised was not provided and we will never know why this did not happen due to the anonymity of the audit.**
- **3 patients were uncertain whether the hospital had arranged the care required or not.**

The lack of clarity over provision of further care is very disappointing and suggests that some of the patients were quite confused over this issue.

Q12 - Was your discharge delayed for any reason ?



Delayed discharges

- The main reason for delayed discharge is the problem of getting medication to the patient.
- The SATH Discharge Policy states that a discharge should not be delayed for an x-ray or anything that can be done at an out patients appointment but this does happen.
- Transportation is another area of concern

Q13 - If yes what were the reasons?

Medication	Transport	Relative/Carer	Investigations (Blood Tests, X- ray etc.)	Home Assessment	Equipment	No Reason Given
10	3	2	4	1	0	6

Why was discharge delayed?

“Discharge agreed by medical staff on Friday 27 June for Saturday 28 June providing blood test results satisfactory. Unable to get any medical staff to review blood results and make a decision until 7pm on Saturday.”

“Due to lack of communication between doctor and nurses.”

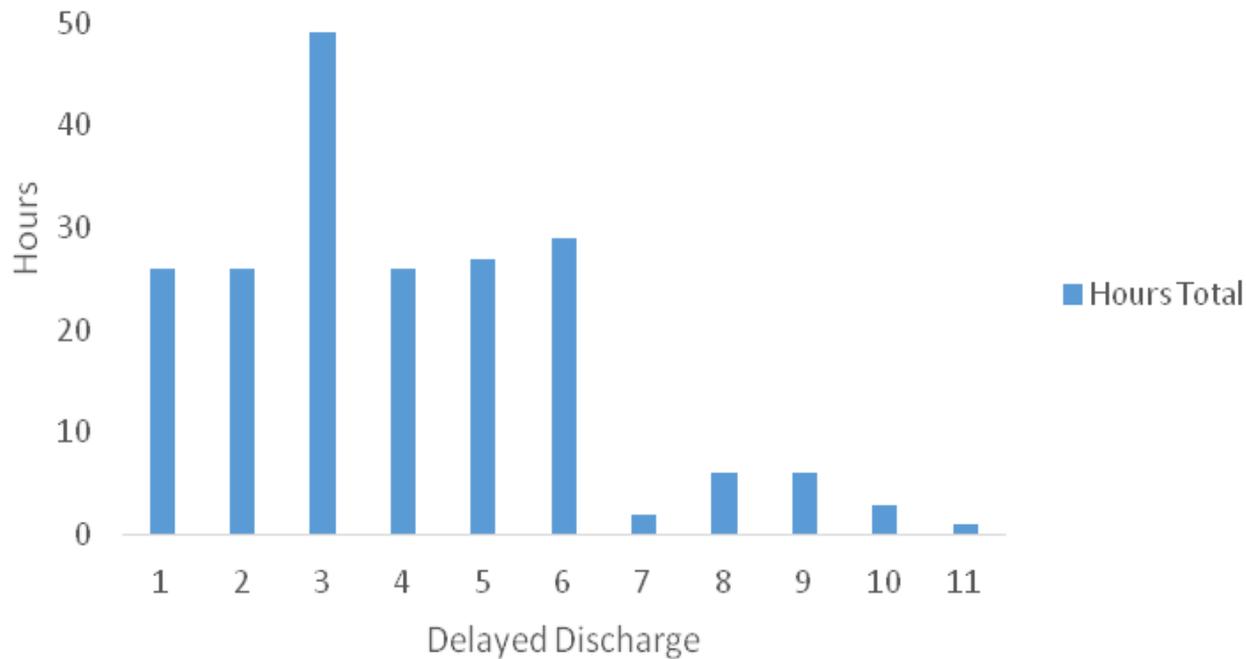
“Waiting for discharge paperwork.”

“Waiting for Occupational Therapist to complete referral.”

“Waiting to be informed I could go home. This form came first I was informed hours later.”

Q14 How long was your discharge delayed for

The average discharge delay was 18.3 hours.



“Discharge had been arranged but kept getting put back for more tests. On actual discharge day it had been agreed afternoon visiting but was then rushed to before lunch due to bed shortages.”

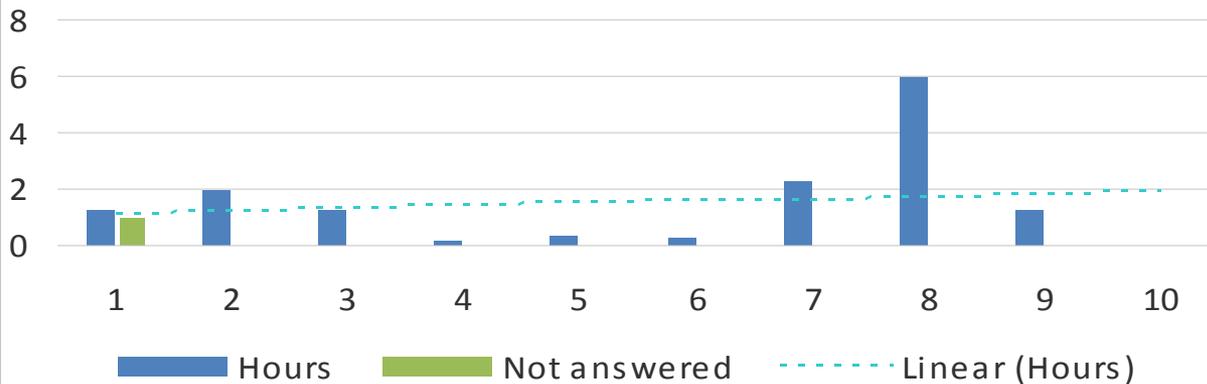
“I was discharged at approximately 10.30am and I was still there at 6pm. When I got home I needed emergency medication (seritide inhaler) which I didn't actually receive until Monday. If my lung had collapsed again God knows what would have happened. Luckily I had an emergency inhaler at home.”

The Discharge Lounge

The SaTH Discharge policy states:

Patients transferred to the discharge lounge are to be offered diet and fluids during their stay in the discharge lounge in accordance with their needs.

Q22 How long did you stay in the discharge lounge ?

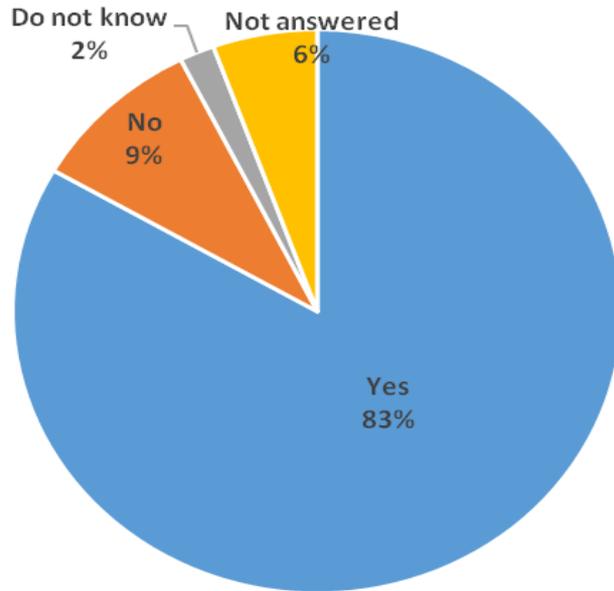


“As I had severe chest pain, sitting down only aggravated it. Can’t believe it takes 3 hours to get prescription. I needed to lie down.”

Q23 During your stay how did you feel in the discharge lounge?

Hungry	Thirsty	Comfortable	Uncomfortable	Well Informed	Uninformed
2	1	6	2	3	0

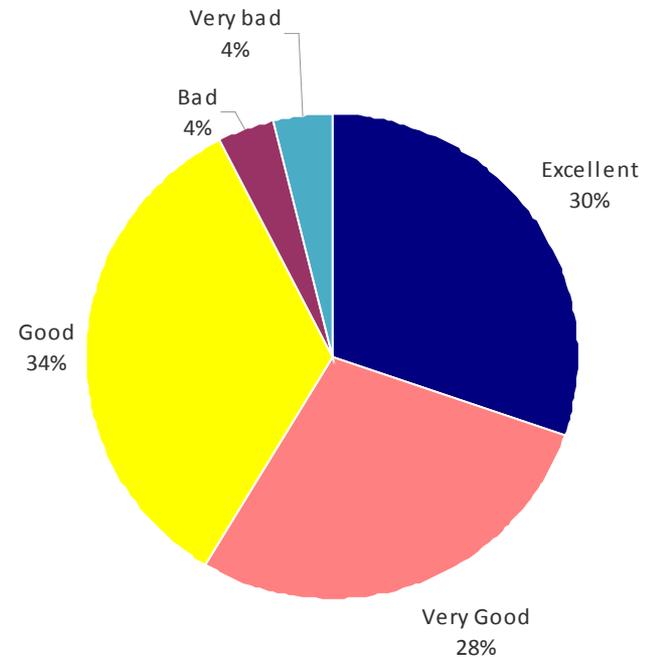
Q24 Were you given enough information at discharge ?



The vast majority of patients (83%) said they had been given enough information at discharge.

Encouragingly 92% of patients rated their discharge process as Excellent, Very Good or Good. 2 patients felt that it was Bad and a further 2 rated it Very Bad.

Q28 Overall how would you rate the discharge process ?



How will patients benefit?

- A list of recommendations will be agreed by the Patient Panel
- Where the patient experience has been shown to be less than satisfactory the report will recommend that changes be implemented and the policy revised.
- A deadline by which the patient panel will feel that the change should have happened will also be stated.



What will be changed in future as a result of this audit?

	New Discharge Objectives	Responsible for action	By when
Discharge Planning	Patient and carers must be involved in planning before planned discharge in 100% of cases	Ward Manager	January 2015
Planned care provided	Care promised after discharge is in place before discharge in all applicable cases	Ward Manager	January 2015
Pre discharge medication	All medication prescribed to be taken home/Care Home should be delivered to the patient within one hour of prescription	Head of Pharmacy	January 2015
Delay in transport home	Transportation home should be in place within 1 hour of ordering or the time suitable for the patient and or carers	Ward Manager	January 2015
Delay test results	Discharge should not be delayed by x-ray or other tests that can be carried out as an outpatient. Results awaited should be referred to decision makers within one hour of their receipt on the ward/department	Doctor responsible for discharging patient	January 2015

What will be changed in future as a result of this audit?

	New Discharge Objectives	Responsible for action	By when
Delay in home assessments	Home assessments should be put into place early enough not to delay the discharge of patients	Discharge to Assess Development Project Lead	January 2015
Use of discharge lounge or renamed provision	Patients should not be required to remain in the discharge lounge for longer than 3 hours before being collected	Manager responsible for discharge lounge	January 2015
Refreshments in discharge lounge	Adequate food and fluids should be made available to all patients while in the 'discharge lounge', including special dietary needs	Manager responsible for discharge lounge	January 2015
Comfort in discharge lounge	All patients should be kept comfortable in the 'discharge lounge' and provision to allow them to lay down if they find they are uncomfortable eg reclining chair	Manager responsible for discharge lounge	January 2015

What will be changed in future as a result of this audit?

	New Discharge Objectives	Responsible for action	By when
Making things better	<p>Responsible staff informed of these recommendations and encouraged to action them and to ensure improvements</p> <p>Consider rewriting the relevant items in the discharge policy particularly in light of the formation of the Discharge to Assess Development Project Group</p>	<p>Sally Allen Clinical Audit Manager</p> <p>Head of Nursing</p>	<p>30 November 2015</p> <p>January 2015</p>
Information provided on discharge	<p>Ensure patients are not disadvantaged by change in discharge protocols and ensure assessments are completed in a timely and accurate fashion wherever they are completed</p>	<p>Discharge to Assess Development Project Lead</p>	<p>January 2015</p>

What will be changed in future as a result of this audit?

	New Discharge Objectives	Responsible for action	By when
Are they better?	Re-audit the patients being discharged over a seven day period using the same questionnaire	Chairman Patient Audit Committee	July 2015

How will the patient panel be sure that future patients will benefit?

When the deadlines are reached:

- a re-audit will be carried out to determine whether the patient experience has increased
- Patient Experience and Involvement Panel (PEIP) members could observe discharge care and speak to patients to determine their satisfaction rate

