



CareShare
Patient Discharge Solution

The solution designed by clinicians for clinicians and by managers for managers

The issues related to the management of the patient discharge process are constantly at the forefront of the health agenda. Many discharge processes are still manually driven and dependent on clinical staff producing paper based handover notes between shifts.

This typically leads to a number of problems with the discharge process:

- Time-consuming ward handover process and chasing paper around wards
- Under utilisation of bed capacity and poor understanding of bed statistics
- Reactive management of the patient discharge process, leading to a poor patient experience and increased costs
- Poor co-ordination of Allied Health Professionals and related services
- Communication between clinical teams is often verbal, with no audit trail of treatment decisions regarding the patient discharge
- Containing costs of the discharge process



Solution

6pm, in conjunction with clinicians and business managers from a major NHS Trust, have designed and deployed a solution to enable the patient discharge process to flow smoothly and proactively. This is an application designed by clinicians for clinicians and by managers for managers.

The solution is split into two parts, based around 6pm's CareShare database:

Ward Handover System:

We have a proven ward handover application which enables clinical staff to maximise their care time whilst delivering a single view of the patient by allowing them to enter the discharge notes into a single location that may be accessed by all clinical teams involved in the patient's care (including doctors, ward nurses, specialist nurses and Allied Health Professionals).

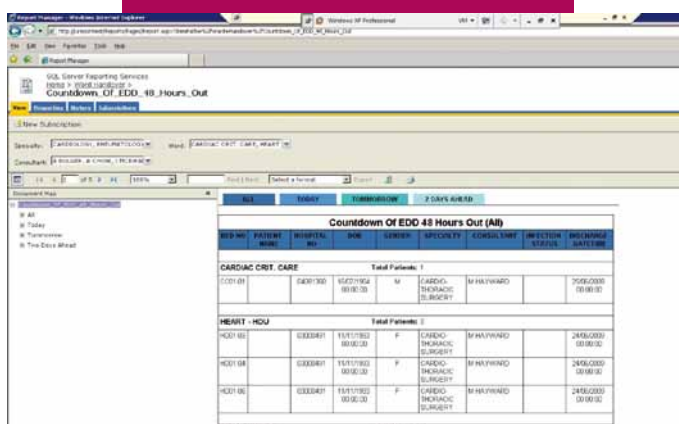
The system therefore allows predictability of bed utilisation to maximise their occupancy and assist the Bed Management team in proactive assessment, whilst reducing overall costs of related activities.

Beyond the clinical staff, our solution provides the capability to engage associated teams and support functions such as transport programming. This solution is intuitive and easy to use and enables a Trust to develop a predictive view of their environment, produce a proactive capability to their working patterns, and reduce costs.

Patient Discharge Reporting:

The second part of the solution is real time reporting. The solution takes feeds from the Trust's Electronic Patient Record (EPR) application every 15 minutes regarding patient status and predicted discharge dates. These are then used to create a number of reports for ward staff regarding the workload and patient status.

These reports can then be viewed either by ward or by consultant.



What will it mean to me as a nurse?

“The ward handover has made a significant impact on the wards and has improved MDT communication, which can only have a positive impact on the quality of care the patient receives. With regard to the reports generated, they are allowing us to ensure consistent discharge planning for all patients, no matter which ward they are on or consultant they are under.”

Ellie Higgins,
Divisional Senior Nurse,
The Heart Hospital UCLH

How will it help me manage the business?

“This system enables me accurately to compare the predictive date of discharge to the actual. From this data, robust discussions can be had with clinicians about reducing the length of stay for their patients.”

Johanna Moss,
Divisional Manager,
The Heart Hospital UCLH



What will it mean to the Trust?

“The application allows all of our doctors, nurses and AHP’s to electronically access the same, regularly updated, handover information about all the patients at The Heart Hospital. This saves time spent in repeated handovers of the same information and prevents errors. It assists in management of bed crises as all options can be rapidly appraised and implemented. Ultimately better discharge planning and greater awareness of patient flows should improve the bed state and the move to proactive solutions.”

Dr. Clare Dollery,
Clinical Director,
The Heart Hospital UCLH

Benefits of our solution:

Any Trust implementing the solution can expect to achieve a number of measurable benefits virtually overnight.

- Increased patient through-put (reduction in delayed discharges)
- Reduced transport costs through proactive requesting of transport
- Better staff utilisation through reduced repetitive manual processes
- Capture and audit of ward handover and discharge activity for clinical safety and governance purposes
- Improved communication between Clinical teams
- Better discharge planning enabling discharge before 11.00 each day
- Increasing the time available to ward staff to improve the patient experience and working towards reducing length of stay. Priceless!



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Please contact us to discuss your requirements.
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