Evaluating Criteria Led Discharge
Respiratory patients on Ward Dickinson 4

Acknowledgements:
NUM Kama Stokes,
Prof David McKenzie,
Dr Nick Murray,
CNE Sarah Dunn
and the ward D4 Respiratory Team;
Kate Lloyd, Anthea Temple and Cecily Barrack ACI
Unwell Respiratory patients wait
• in ED,
• In clinics,
• at home or
• in other hospitals
awaiting Specialist care.
“2:1:1”
The ED Admitted Patient Timeline
4 hrs

ARRIVAL IN ED
2 hours for an ED Doctor to make a decision to admit

ED DOCTOR

DTA
1 hour for the inpatient team and ward to be notified

ADMISSION

TRANSFER
1 hour to get to the ward

NSW Government
Health
South Eastern Sydney Local Health District
The "Why Am I Still Here...?" Study

Top delay reasons

- Doctors discharge: 71%
- Rehab Bed: 6%
- Allied Health: 6%
- NH/Community care: 6%
- Medical specialties: 6%
- Other Hospital: 6%
- Test processes: 7%

Legitimately full

NSW Government
Health
South Eastern Sydney Local Health District
The Patients’ stories

“I've been told today that I’m going home... I would have been ready if I’d known earlier”

“I feel ready to go home, I’m just waiting...”

36% of patients surveyed were informed of the EDD at start of hospital stay.

The remaining 64% the day before or day of discharge.
The Midday Capacity Crunch

Patients arrive in hospital

Patients leave the hospital

Time of Day

6 a.m.  12 noon  6 p.m.

Patients

Bed Requests

Processed Discharges

NSW Health
South Eastern Sydney Local Health District
Ward D4 Process Map

- Call From Bed Manager
- ED Calls D4
- CNC review in ED
- ADRAT assessment
- EDD @ Whiteboard meeting
- Patient arrives from ED
- Ring ED for handover
- Allied Health Referral
- Imaging
- Procedures
- Daily Whiteboard Plan
- Doctor's Discharge Review
- Pharmacy Order
- Doctors Review
- Patient leaves the ward
This image appears to be a screenshot of a healthcare system interface, specifically a Patient Flow Portal used in the South Eastern Sydney Local Health District. The interface displays patient information including patient ID, name, gender, and admission and discharge dates. The system seems to be used for tracking patient flow and medical notes, with columns for various medical conditions, treatments, and notes.

The interface includes multiple tabs and sections, likely for different patient or ward information. The layout is designed to facilitate quick reference and management of patient data in a hospital setting.

The presence of the NSW Health logo suggests that this system is part of the larger health service provided by the South Eastern Sydney Local Health District.
# Respiratory Criteria

**Respiratory Criteria**

### Part B: Specific Patient Interdisciplinary Team (IDT) Discharge Criteria (to be completed by IDT)

<table>
<thead>
<tr>
<th>IDT agreed specific milestones</th>
<th>Name</th>
<th>Designation</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Off IV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Afebrile &gt;24/24</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Sat &gt;XY off Oxygen</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Activities of Daily Living (ADLs) reviewed by MDT and OK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. RCCP Involved</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Responsible person:** CLD competent staff member

### Part B: Patient Discharge Criteria to be completed by Multi-disciplinary Team (MDT)

<table>
<thead>
<tr>
<th>MDT agreed specific milestones</th>
<th>Comments</th>
<th>Name</th>
<th>Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Off IV medications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Temp between _____ and _____</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Oxygen saturation on room air</td>
<td>Oxygen saturation ____ LPM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Independent with ADLs, signed off by MDT. Support organised, if required</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. MDT intervention = Y Not Needed = NA Completed = C</td>
<td>Y NA C</td>
<td>Physio</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>OT</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>SW</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>RCCP</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

| 6. Follow up needs documented |
| 7. Medication(s) / script(s) completed |
| 8. Other: Specify |

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[NSW Government](http://www.health.nsw.gov.au)  
South Eastern Sydney Local Health District
<table>
<thead>
<tr>
<th>Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Locate and read Criteria Led Discharge protocol</td>
</tr>
<tr>
<td>2. Discuss the benefits of criteria led discharge</td>
</tr>
<tr>
<td>a. For the patient, their carer and/or family / b. For the organisation</td>
</tr>
<tr>
<td>3. Discuss the expectations of the health professional within the</td>
</tr>
<tr>
<td>criteria led discharge process</td>
</tr>
<tr>
<td>4. Discuss the required authorisation from medical staff for criteria</td>
</tr>
<tr>
<td>led discharge to occur and identify where this particular information</td>
</tr>
<tr>
<td>is documented</td>
</tr>
<tr>
<td>5. Discuss the medical review requirements for a patient who will have a</td>
</tr>
<tr>
<td>criteria led discharge</td>
</tr>
<tr>
<td>6. Demonstrate discussion with the patient, their carer and/or family</td>
</tr>
<tr>
<td>explaining the criteria led discharge process</td>
</tr>
<tr>
<td>7. Highlight some of the issues that may need addressing when discharging</td>
</tr>
<tr>
<td>a patient via criteria led discharge</td>
</tr>
<tr>
<td>8. Discuss the discharge follow up required and how this is arranged</td>
</tr>
</tbody>
</table>
Go Live October 22\textsuperscript{nd} 2015

- 17 patients recognised as suitable for CLD
- 1 patient not suitable for CLD due to clinical variance
- 9 patients discharged on a weekend
- 6 discharged on or before EDD
Patient Experience Trackers

Overall Score

Pre Data (n=12): 65.4
Post Data (n=9): 74.4

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South Eastern Sydney Local Health District
Q2: I am aware of what needs to happen before I am discharged from hospital.

**Pre Data (n=12):**
- Yes: 41%
- Unsure: 33%
- No: 25%

**Post Data (n=9):**
- Yes: 66%
- Unsure: 33%
Q3: I know who to ask if I have questions about my care in hospital.

Pre Data
- Always, 33%
- Mostly, 41%
- Sometimes, 16%
- Rarely, 8%

Post Data
- Always, 55%
- Mostly, 44%

Pre Data (n=12) Post Data (n=9)
Patient Experience Trackers

Q4: I receive daily updates from the team about my care in hospital.

<table>
<thead>
<tr>
<th>Pre Data (n=12)</th>
<th>Post Data (n=9)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Pre Data**
  - Always, 33%
  - Mostly, 33%
  - Sometimes, 16%
  - Rarely, 8%
  - Never, 8%

- **Post Data**
  - Always, 55%
  - Mostly, 44%
Patient Experience Trackers: Staff

Overall Score

<table>
<thead>
<tr>
<th></th>
<th>Pre Data (n=24)</th>
<th>Post Data (n=25)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Score</td>
<td>73.8</td>
<td>84.6</td>
</tr>
</tbody>
</table>

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Patient Experience Trackers: Staff

Q1: I understand what is involved with criteria led discharge.

Pre Data (n=24):
- Yes, 33%
- Unsure, 29%
- No, 37%

Post Data (n=25):
- Yes, 88%
- Unsure, 8%
- No, 4%
Q2: I involve the patient/family in developing a management plan.

- **Pre Data (n=24):**
  - Always: 58%
  - Mostly: 29%
  - Sometimes: 12%

- **Post Data (n=25):**
  - Always: 64%
  - Mostly: 24%
  - Rarely: 8%
  - Never: 4%
Patient Experience Trackers: Staff

Q5: Our team uses a transfer of care (discharge) checklist when planning for a patient’s discharge.

<table>
<thead>
<tr>
<th></th>
<th>Pre Data (n=24)</th>
<th>Post Data (n=25)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre Data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Always</td>
<td>29%</td>
<td>64%</td>
</tr>
<tr>
<td>Mostly</td>
<td>41%</td>
<td>16%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>12%</td>
<td>8%</td>
</tr>
<tr>
<td>Never</td>
<td>16%</td>
<td>4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Post Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>64%</td>
</tr>
<tr>
<td>Mostly</td>
<td>16%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>8%</td>
</tr>
<tr>
<td>Rarely</td>
<td>8%</td>
</tr>
<tr>
<td>Never</td>
<td>4%</td>
</tr>
</tbody>
</table>
KPIs: EDD Compliance

Ward D4 EDD Compliance

KPIs: Respiratory ETP

![Graph showing Respiratory ETP/NEAT with ED Attendances on the y-axis and ETP % on the x-axis. The graph includes a line graph for Resp ETP and a dotted line for Linear (Resp ETP).]
KPIs: Discharges <10am

Respiratory Discharges before 10am

% discharged before 10am


10am discharge

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KPIs: Weekend Discharge

Admitted and Discharged Patients (by date)

0 Admitted Patients
55 Discharged Patients

07-Sep 20-Sep 04-Oct 01-Nov 08-Nov 07-Dec 10-Dec 01-Jan 15-Feb 28-Feb 07-Mar 09-Mar 20-Mar 05-Sep
01-Oct 10-Oct 24-Oct 29-Oct 06-Dec 19-Dec 02-Jan 09-Jan 17-Jan 31-Jan 21-Feb 12-Mar 26-Mar 02-Apr

Admitted (2015)
Discharged (2015)
Admitted (2014)
Discharged (2014)

1/09/2015
2/04/2016

Previous Year

Date

NSW Government

Health South Eastern Sydney Local Health District
What the team says...
Any Comments or Questions?