

Patient Journey Coordinators (PJsCs)

Our goal

For all patients to achieve a safe, timely and reliable journey that results in a high quality outcome and experience.

Success measures

Improved patient flow: Earlier discharges, reduced LoS, reduced bed occupancy and reduction in crowding in the Emergency Department

Improved patient experience: Focused on experience on discharge from hospital - survey data

Improved staff experience: Staff feedback and survey data

Reduce harm and improve outcomes for patients: triangulate against wider hospital associated indicators

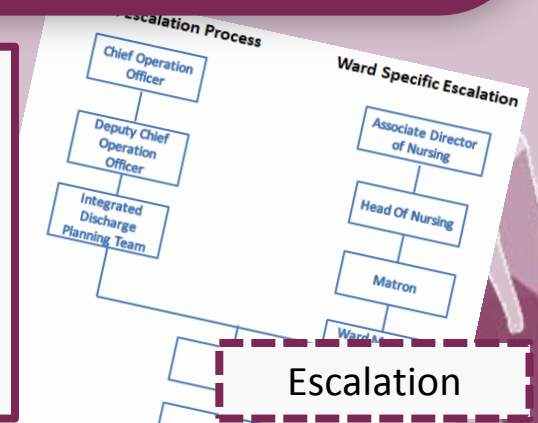
Key actions taken

- Common approach to key roles and responsibilities to in efforts to improve consistency and establish best practice
- Common approach to escalation to in efforts to improve consistency and establish best practice
- patient information leaflet and card to better inform and empower patients.



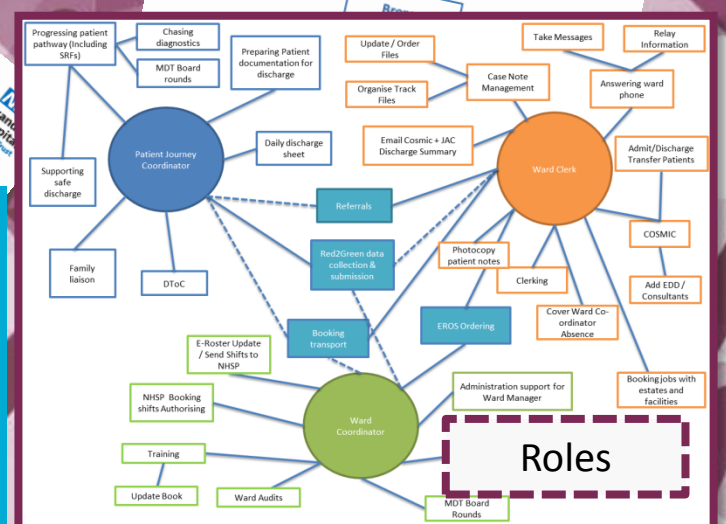
Project team

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Escalation

Patient information



Roles