

Here to improve rehab patient experience

Tania Dunn, Project Lead
Senior Occupational Therapist

Introduction

Change ideas / Driver Diagram

THE WHY?



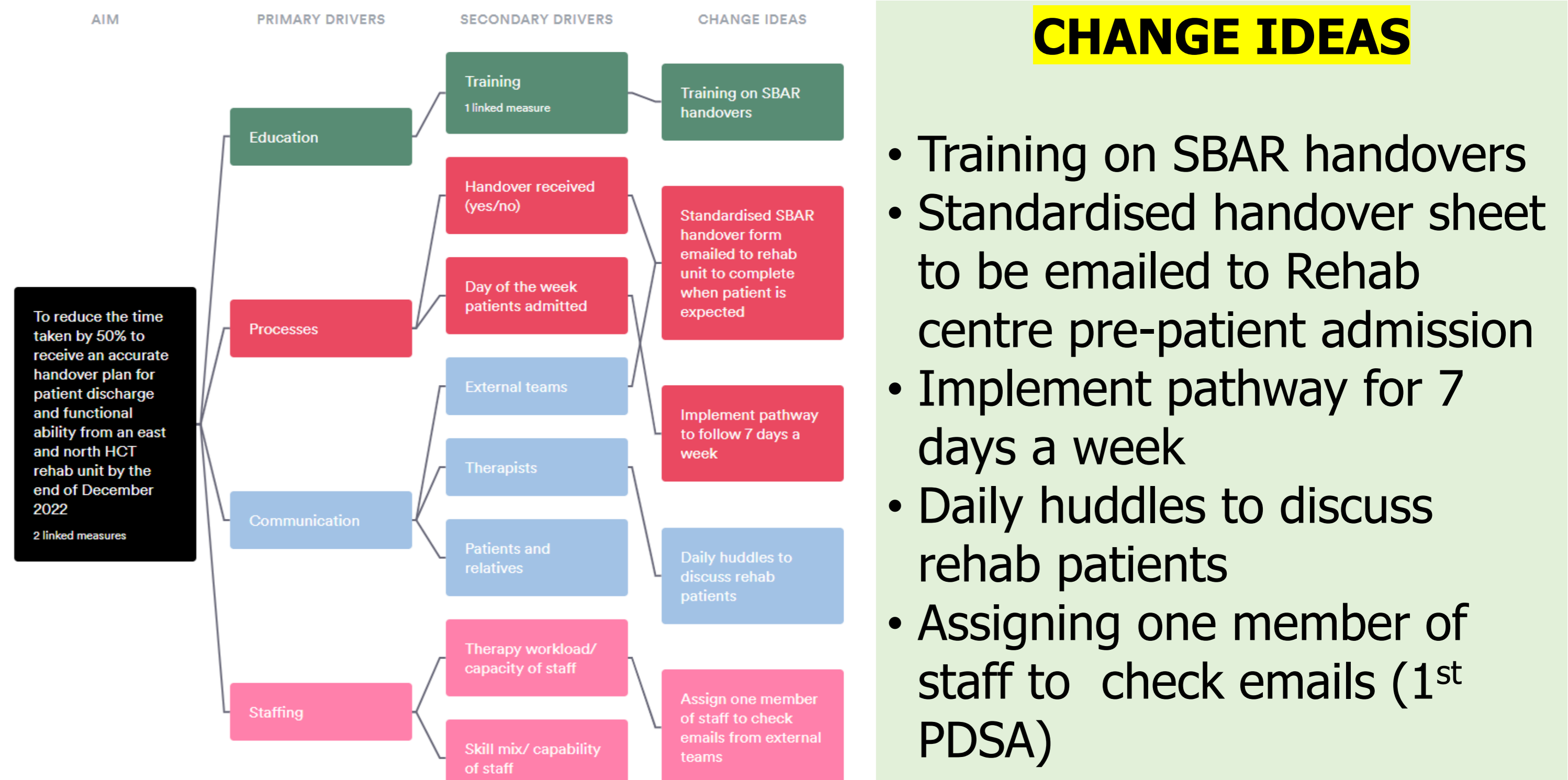
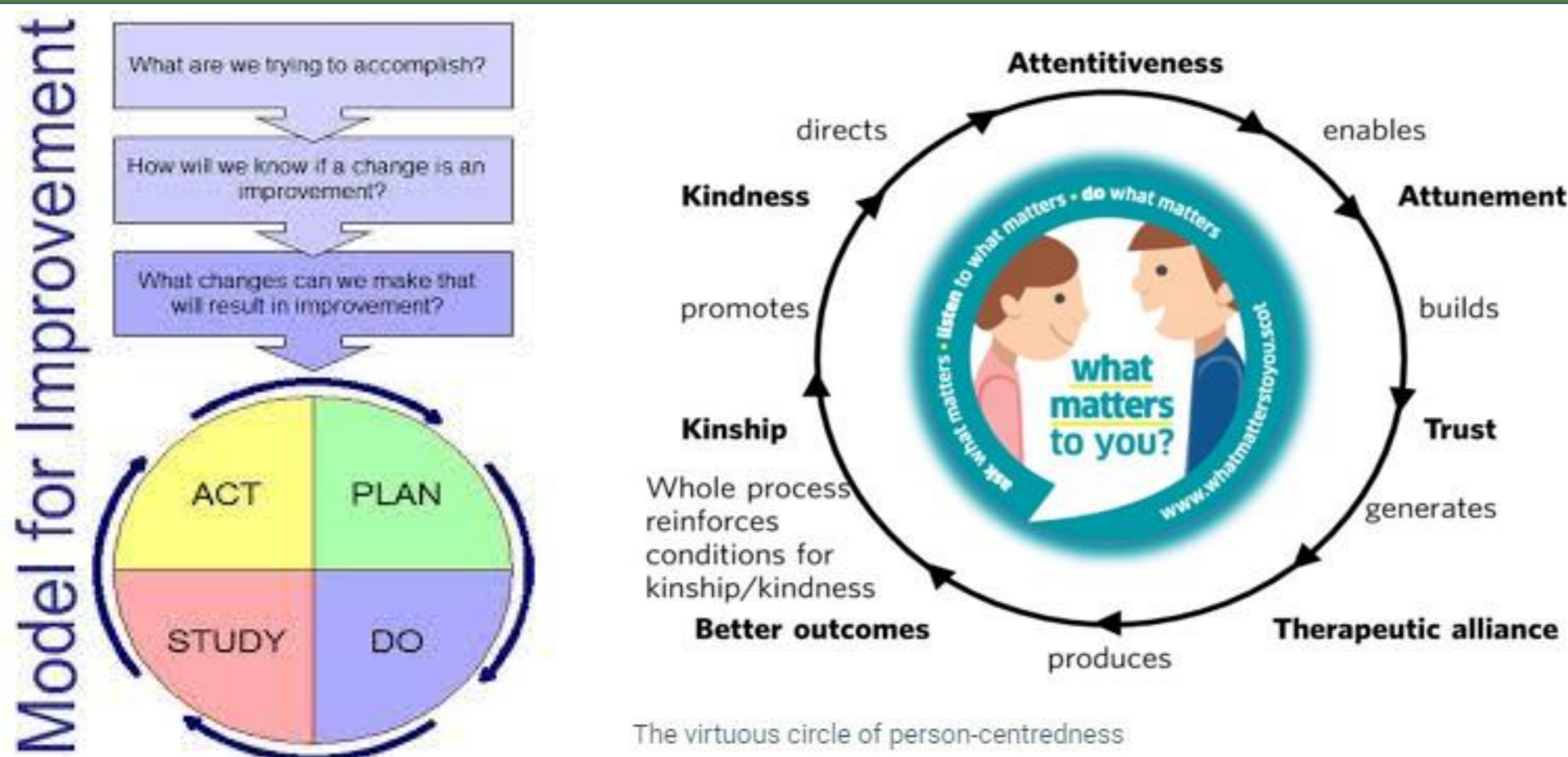
A patient admitted via ED from inpatient rehab unit. An incorrect handover was received consequently the patient was not progressed from a therapy perspective. A call from the patients son instigated further investigation, a discharge home was halted and the patient was returned to inpatient rehabilitation and progressed to be able to transfer from bed.

RATIONALE

By receiving an accurate handover earlier in patient admission will reduce the time taken to see, treat and start correct rehabilitation to aid patient experience, to decrease the likelihood of deconditioning, increase efficiency of therapy time and decrease overall length of stay.

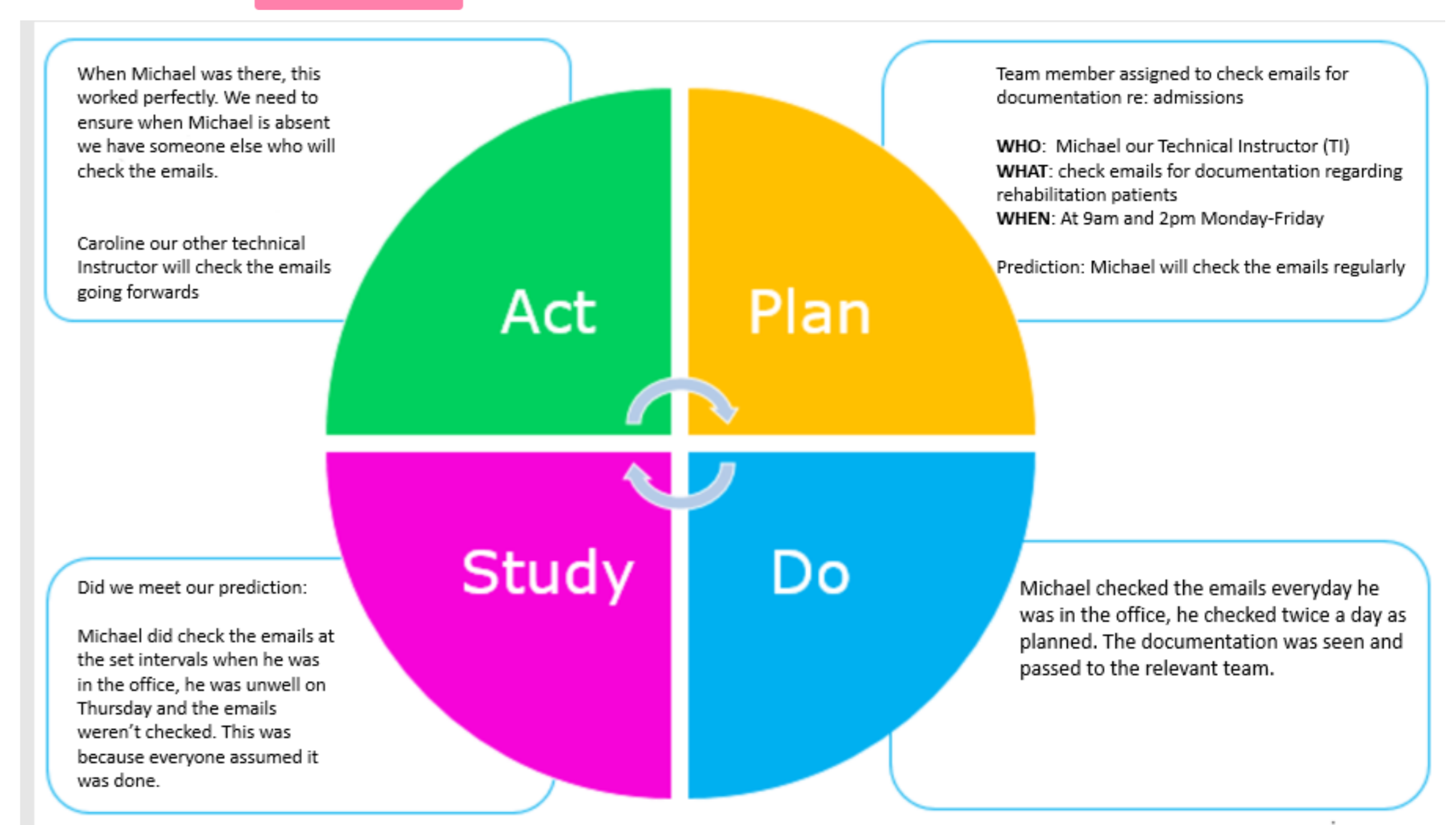


Improvement methodology



CHANGE IDEAS

- Training on SBAR handovers
- Standardised handover sheet to be emailed to Rehab centre pre-patient admission
- Implement pathway for 7 days a week
- Daily huddles to discuss rehab patients
- Assigning one member of staff to check emails (1st PDSA)



Impact

Patient

- A more focused, goal orientate, productive therapy input
- Better patient experience
- Reduction in patient deconditioning

Acute Therapists

- Increase in patient facing contact time
- Increase in effectiveness of therapy input

East & North Hertfordshire NHS Trust

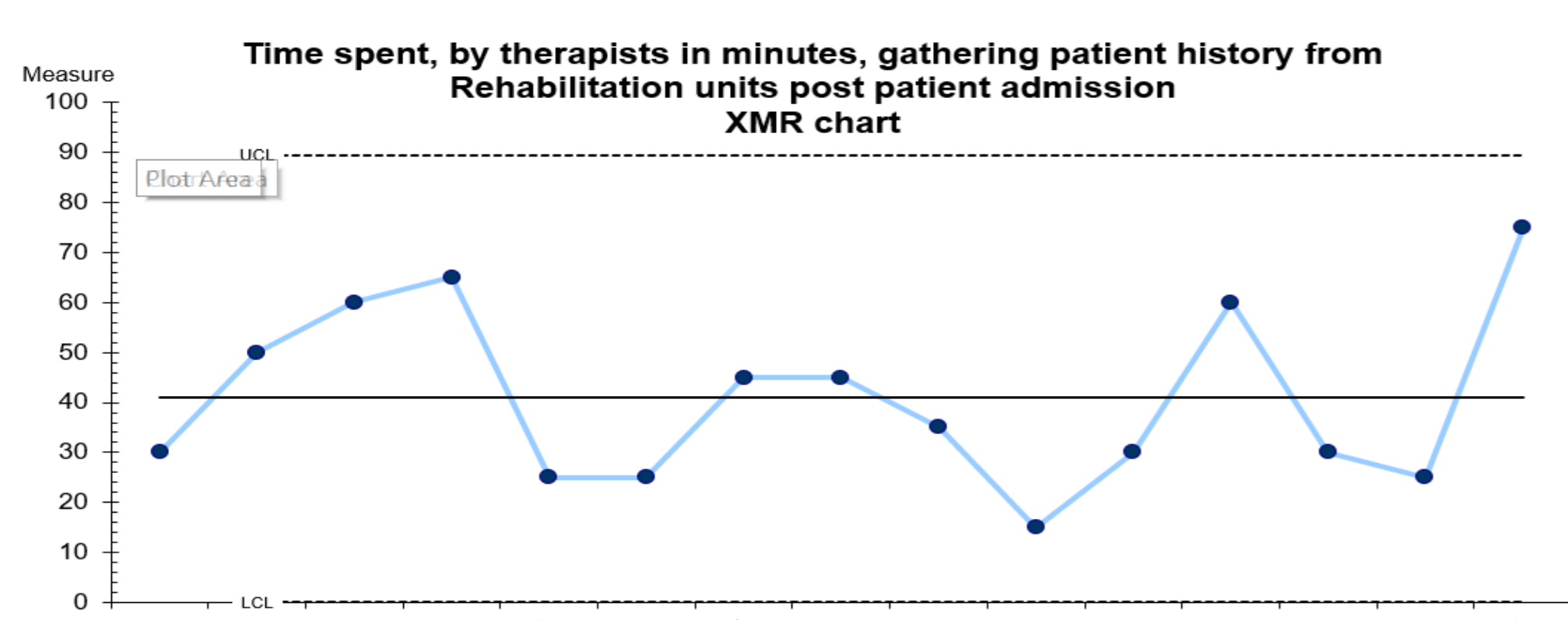
- Reduced length of stay in acute setting
- Increase in reputation of the Trust

Project aim



To reduce the time taken by 50% to receive an accurate handover plan for patient discharge and functional ability from an east and north HCT rehab unit by the end of December 2022

Measures



OUTCOME MEASURES:

- The time taken, in minutes, to gather the information needed for patients admitted from rehab units in EOE
- Length of stay in days

PROCESS MEASURES:

- The percentage of staff trained in SBAR handovers:
- The percentage of handover sheets received back vs sent out

BALANCING MEASURE:

- Nerve centre being updated with information (due to being on handover sheet)

Stakeholders

East & North Hertfordshire NHS Trust, Hertfordshire Social Care Team, Hertfordshire Community Trust, Acute and Community Therapy Teams, Ward staff, Care Agencies and Voluntary Services, In reach services.

Acknowledgment

Anna Cull **QI Coach**, Rumbi Chakahwata **CL Course Facilitator**, Lisa Webb, Natasha Tanner **Clinical Therapy Leads**, Jacqui Elson, **In Reach Lead**, Margaret Devaney,

Leadership learning

- Engage a team in your vision
- Be clear about what you want to achieve
- Find out what matters to others
- Take small steps to achieve a bigger goal
- Stay in touch with your QI Coach and attend all RCN sessions
- Have confidence in your ability and if in doubt ask!
- Use your action learning set time to enable better communication skills

Barriers

- Engagement from staff
- Time limitations due to work pressures
- Engaging another trust
- Information gathering regarding patient journeys

