Discharge Lounge – A proactive model of success

Prince of Wales Hospital - Central Nursing Division

Presenter:
Mr. Raymond Chan
(Nursing Officer)

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Background

公私院逼爆
醫護嗌救命
公院迫爆醫護「爆煲」
公院急症連續28天超負荷
入住病房超越分界線　醫局被轟後知後覺
私院爆滿病人「倒灌」公院
HEALTH
Patients endure lengthy waits to get treatment
Emily Tsang
emily.tsang@scmp.com
130%
The bed occupancy rate in medical wards at Queen Elizabeth Hospital
七千人次睇急症
公院爆煲
Access Block
High Bed Occupancy Rate

Started Implementing Discharge Lounge (DCL) since 2015

AIM:

- Provide safe holding area for **discharged patients** waiting for transport home or transfer to another hospital
- Facilitate patient flow during winter surge

Managed by CND

Operated from Jan to April in 2015/16 & 2016/17

Discharge Lounge – A Proactive Model to Success

2015-16 : Limitation

- Low utilization rate
- Insufficient communication with frontline staff
- Crowded environment

2016-17 : Make a Change

Develop and implement a proactive approach for enhancing the outcomes of DCL services

New Elements in DCL 16-17

1. **Change of a new model**

Old Model : Passive / relied on cases referred by ward staff

New Model : Active approach / proactive screening of patients in wards by DCL nurse

2. **Improvement of environment**

- To enhance patient comfort and safety in DCL

3. **Enhancement of communication**

- Promulgation in Nurses Forums and DOM meetings
- Upload DCL information in i-CND web page

New Model:

Proactive screening of cases in wards by DCL nurse

Dural Channel

Refer from ward staff

- Book DCL via fax
- Send patient to DCL after confirmation
- Discharge patient in CMS

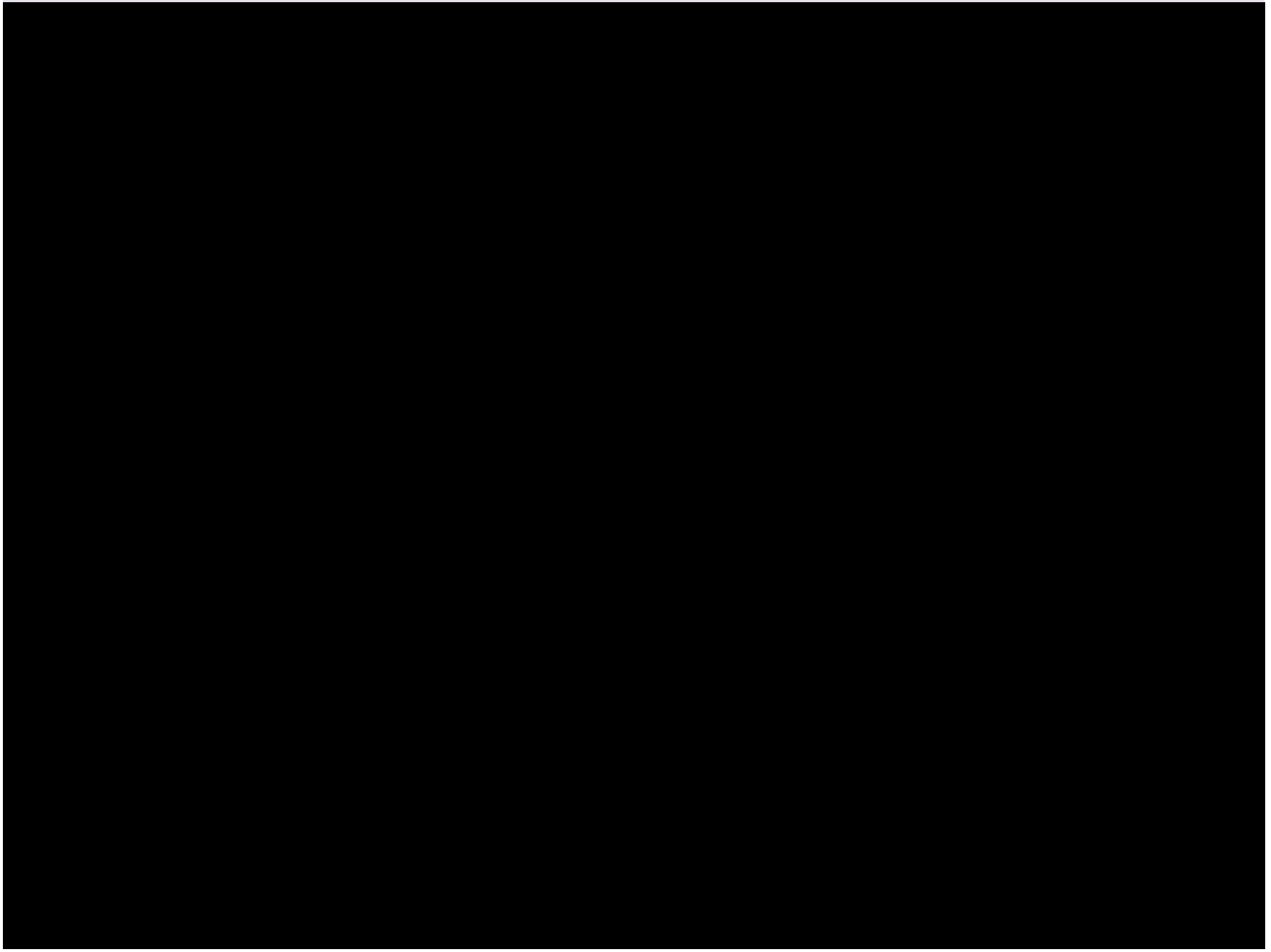
Refer from DCL nurse

- **Twice daily visit to M&T, SUR, O&T wards**
- **Invite suitable candidate to DCL**
- **Transfer patient by DCL PCA**

DCL Old Look 2015/16

DCL New Look in 2017

New Look 2016/17 (video show)

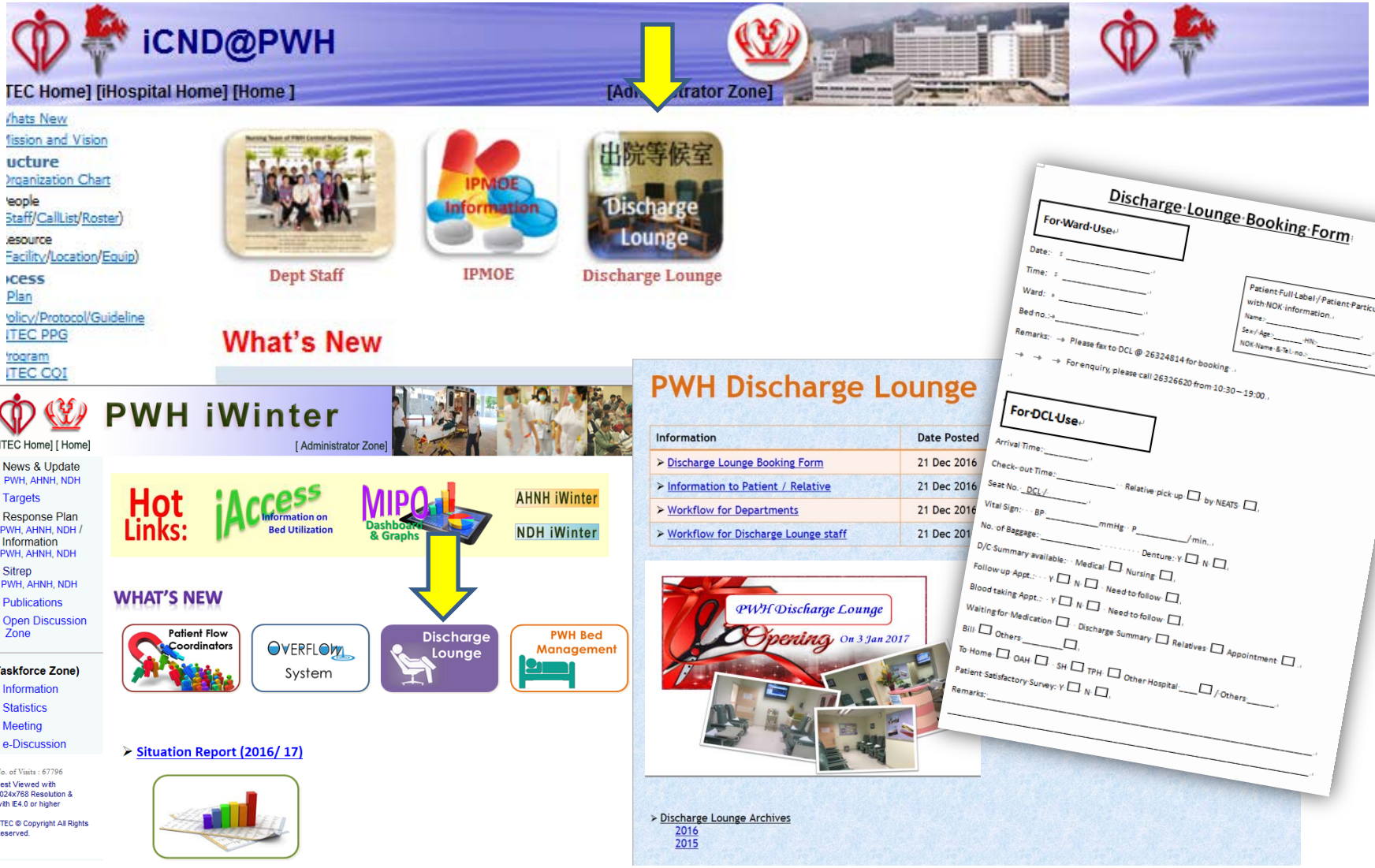


Promulgation

Introduce DCL to staff in
- PWH nurses forum
- PWH DOMs meeting

Communication

Booking form and Information in i-CND web page



Outcomes

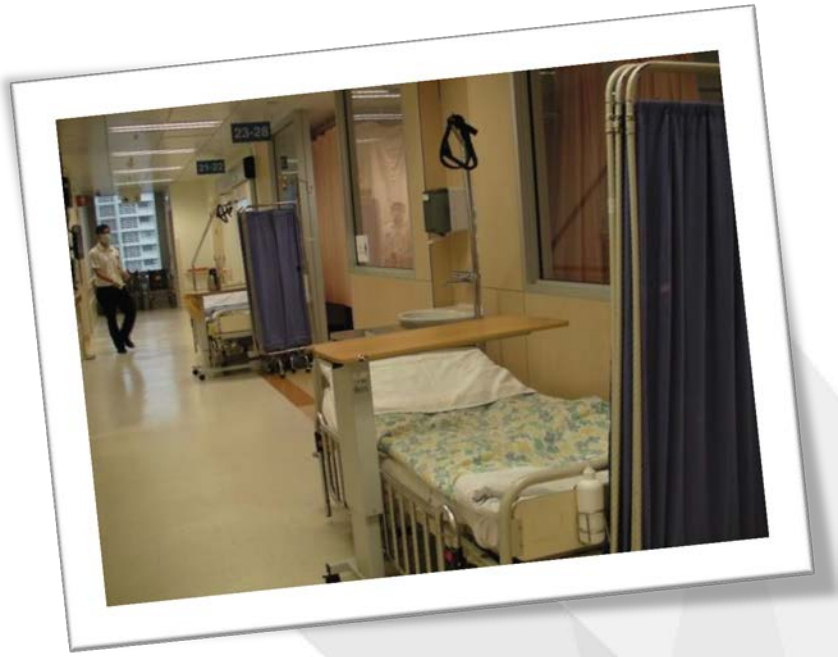
Benefits to patient

Service Day : From 4 Jan 2017 to 28 Apr 2017 (79 days)

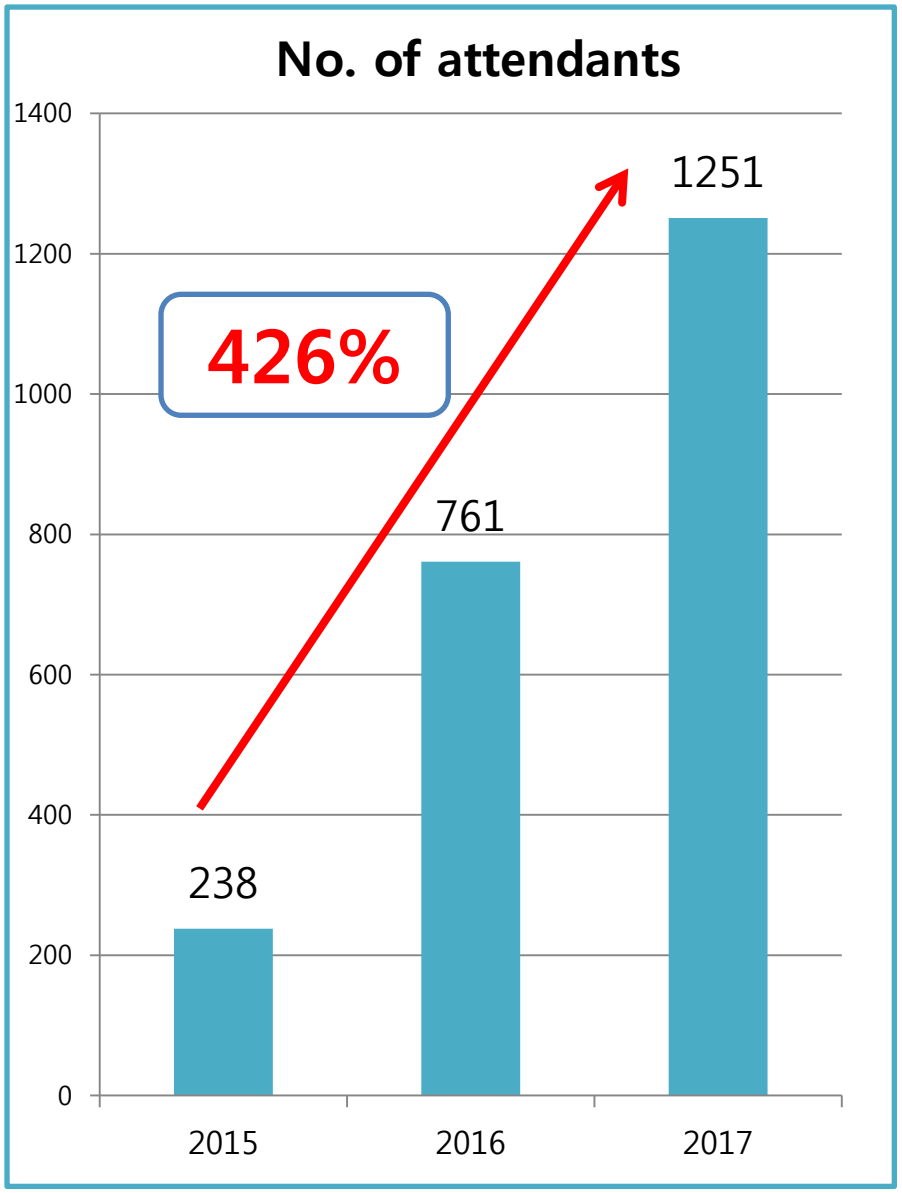
Total no. of attendance: 1251 persons

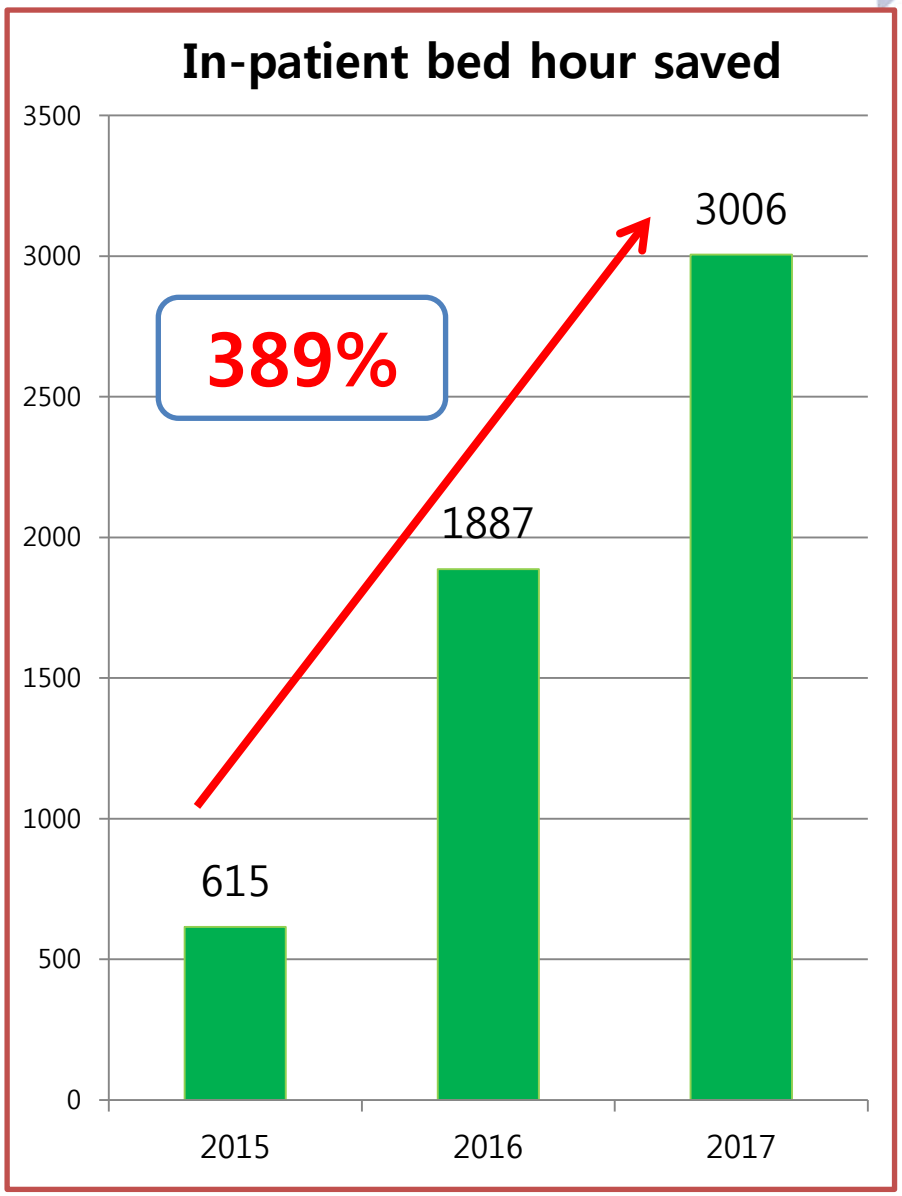
Total hours of utilization: 3006 hours

*** Have reduced waiting time of 1251 AED attendants by 3006 hours**

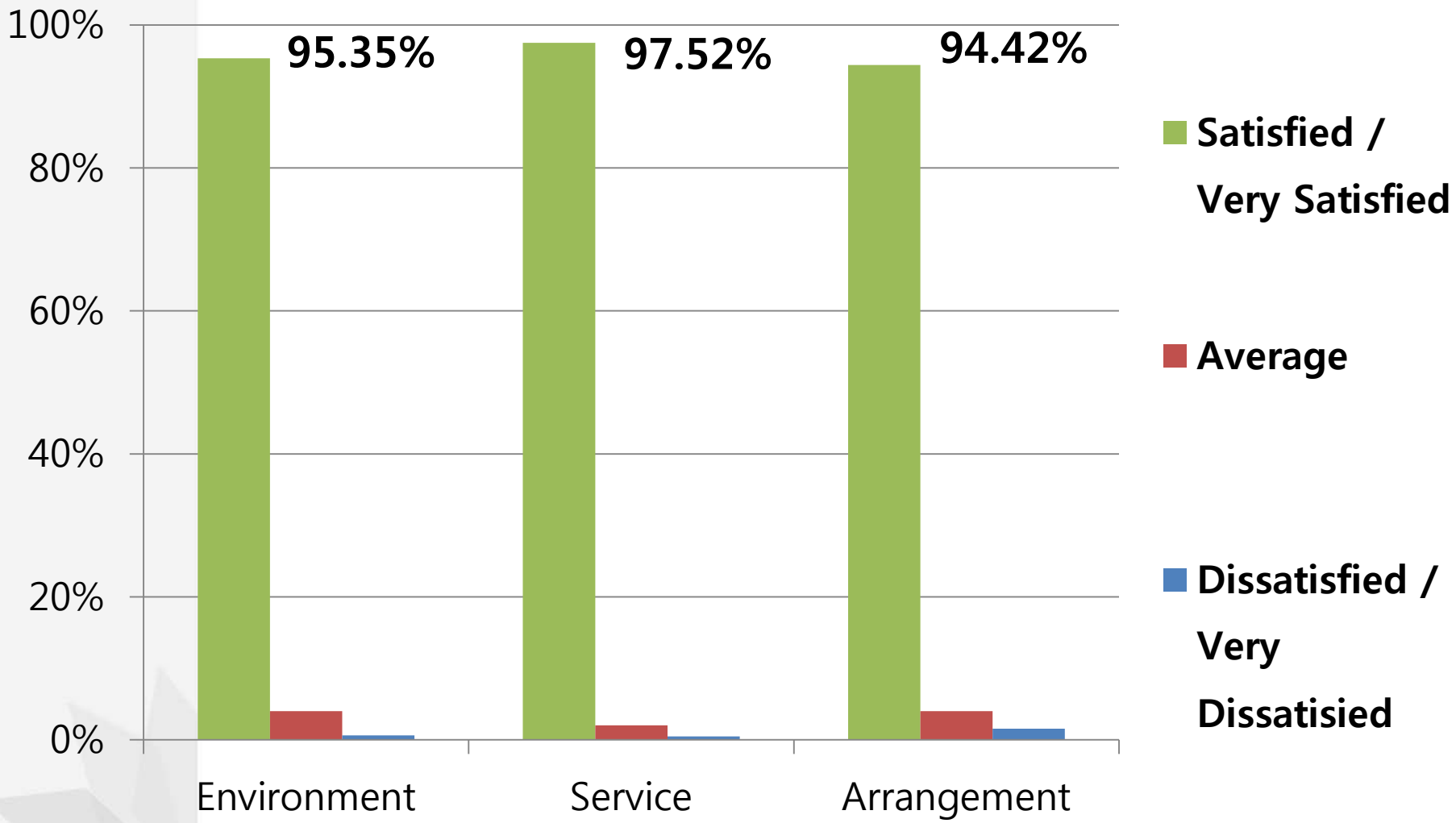


Significant increase of utilization in 2017



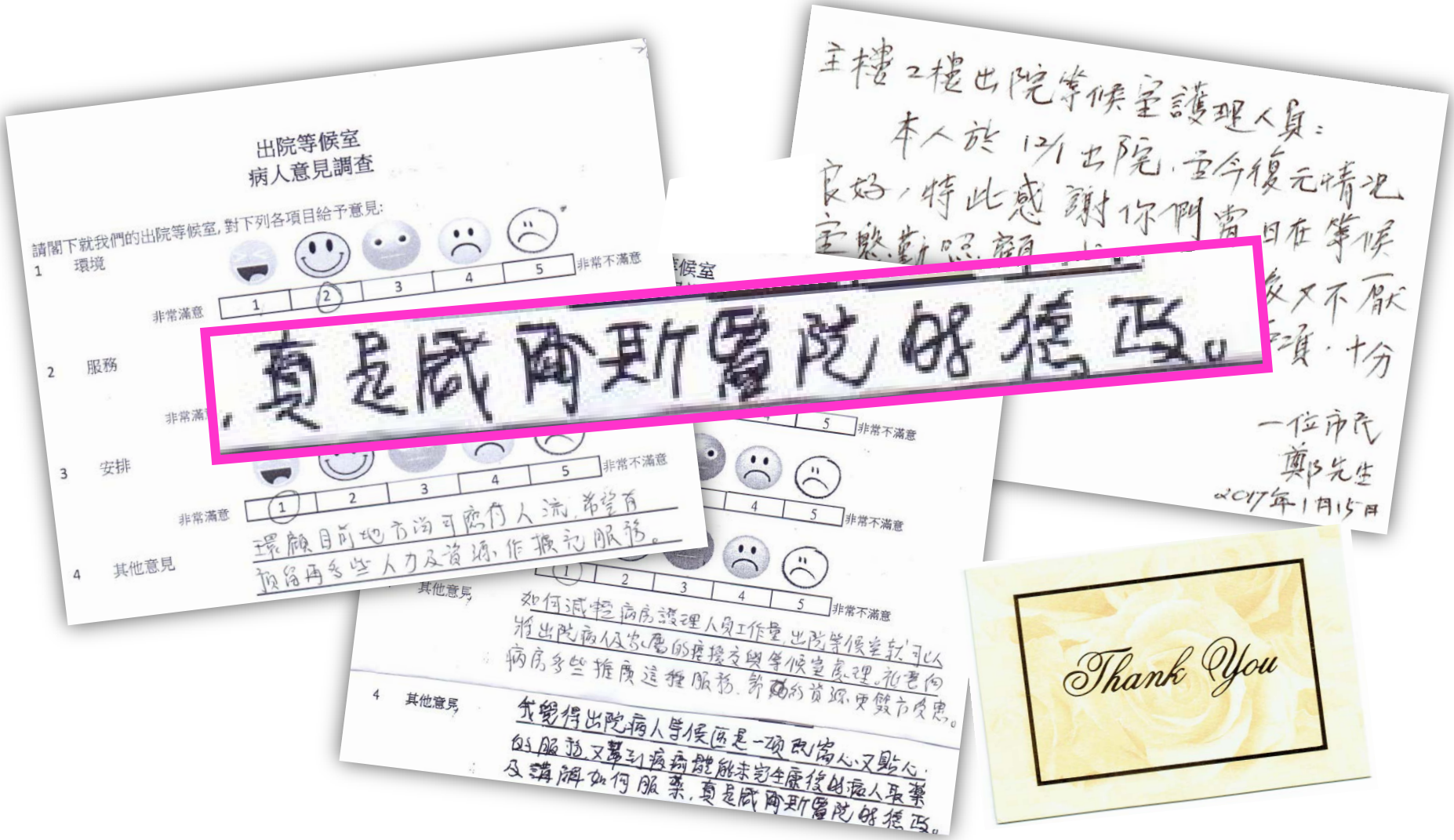


Attendants were satisfied with DCL Services (Patient Satisfaction Survey 2017)



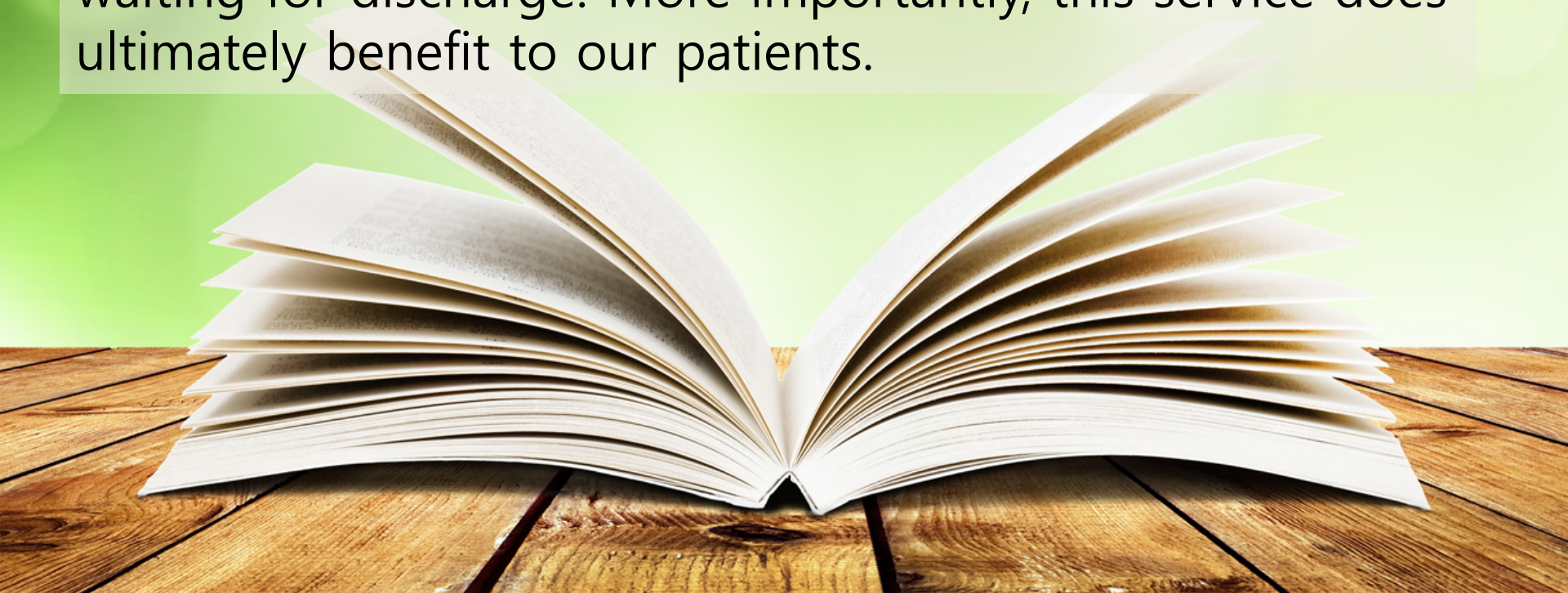
Patients Feedback

Overall 96% patients are satisfied with our services



Conclusion

This new model of Discharge Lounge is proactive. It has overcome many pervious limitations and creates a successful chapter of Discharge Lounge. Through this new model, the DCL is effective in reducing in-patient bed hours and provided quality care to patients while waiting for discharge. More importantly, this service does ultimately benefit to our patients.



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Thank You