Discharge Lounge - A proactive model of success

Prince of Wales Hospital - Central Nursing Division

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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
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

To Boost the Effectiveness & Efficiency!!
DCL New Look in 2017
New Look 2016/17 (video show)
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

**No. of attendants**

- 2015: 238
- 2016: 761
- 2017: 1251

Increase: 426%

**In-patient bed hour saved**

- 2015: 615
- 2016: 1887
- 2017: 3006

Increase: 389%
Attendants were satisfied with DCL Services (Patient Satisfaction Survey 2017)

Environment: Satisfied / Very Satisfied 95.35%
Service: Satisfied / Very Satisfied 97.52%
Arrangement: Satisfied / Very Satisfied 94.42%
Patients Feedback

Overall 96% patients are satisfied with our services
Conclusion

This new model of Discharge Lounge is proactive. It has overcome many previous 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