

Maximising patient flow and improving patient experience

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Quality issue / initial problem

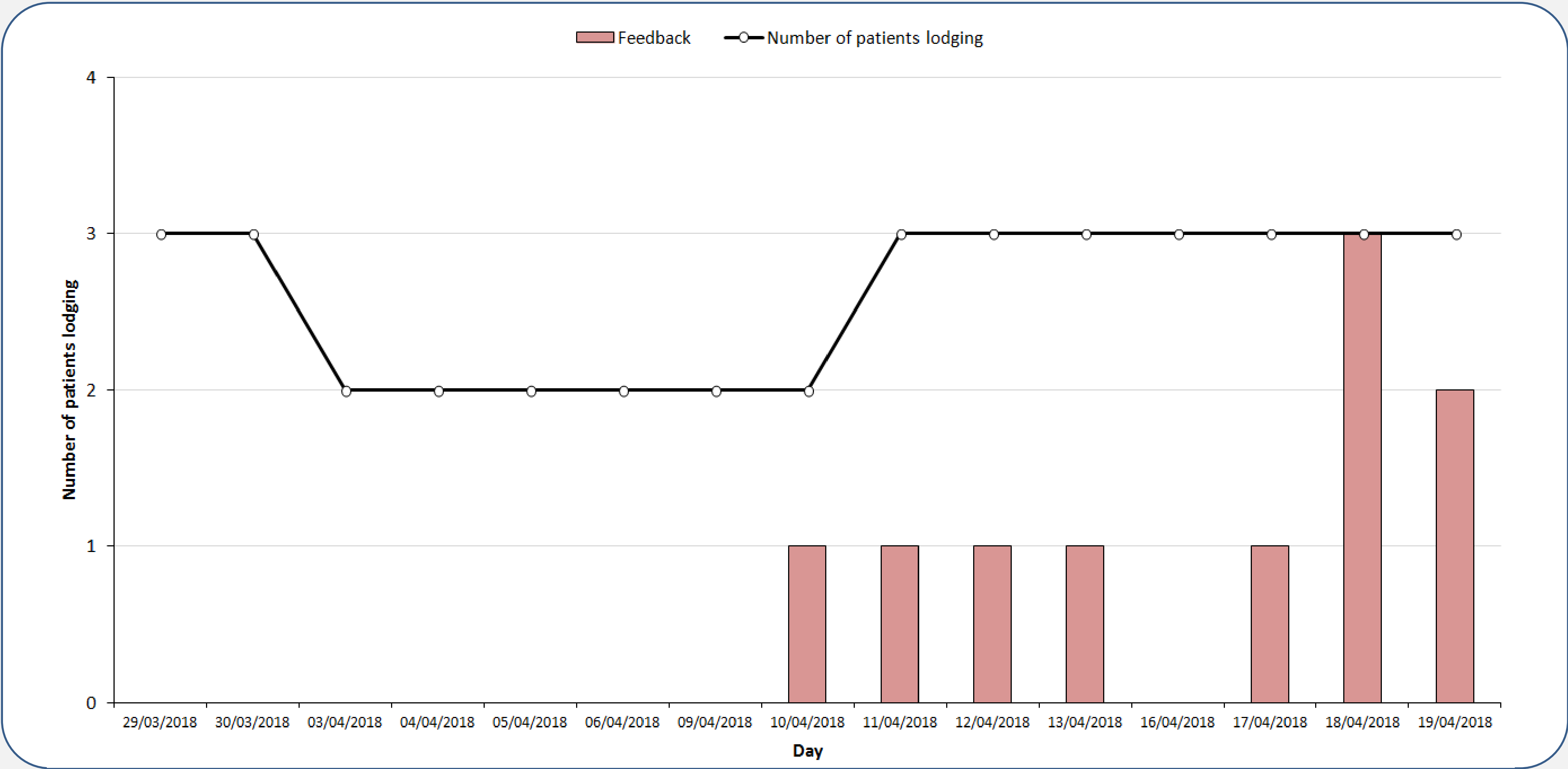
The communication systems used between nurses of the sector ward and the lodging acute admission ward for lodging inpatients within the the Royal Edinburgh Building. There does not appear to be a reliable/consistent information-sharing system in place for lodging inpatients other than on an ad hoc telephone calling basis. In order to maximise patient flow and improve patient experience it is vital that existing communication systems are enhanced.

Specific aim

To improve existing communication systems of lodging inpatients between acute admission sector wards and lodging acute admission wards at the Royal Edinburgh Building.

Measurement of improvement

At rapid rundown meetings monitor for lodging inpatient feedback and quality of information. If none given, prompt and record the quality.



Tests of change

- Scamper sheet system or TRAK electronic folder.
- Lodgers ward round
- Include in rapid run downs

Tools

- Fish bone
- Process map
- Email forwarded to charge nurse RE: Current system?

Effects of change

Tests of change have yet to be implemented. Improved communication of lodging inpatients may results in treatment goals and referrals being made earlier into admission which could promote patient flow within the acute admissions wards and hence shorter inpatient admissions.

Lessons learned and message for others

Keep it small and simple. Collect data early on.