

**describe your idea,**

your ‘lightbulb moment’...

**In order to free up bed space for potential COVID**

**patients, a temporary process was initiated to enable quicker**

**discharge of patients who no longer required acute care.**

**This was the introduction of one form to complete (instead of a selection) which was submitted to a newly created MDT hub where resource was then swiftly allocated to the patient and they were relocated (following a negative COVID swab).**

**Our team and our ward staff were very quick to respond to this and we saw some huge benefits to the discharge process.**

describe the

**results** of your changes...

the benefits to the patient, the service/team

**-Patients did not experience extended**

**hospital stays waiting for assessments**

**from various different individuals.**

**-Beds were freed in an efficient,**

**appropriate and swift manner.**

**-Process was streamlined.**

**-Ward staff gained increased confidence to assess patients’ readiness for discharge through education in mental capacity**

**and best interests process.**

**-Less inappropriate referrals**

Is there anything else to improve or something you couldn’t get done this time? *(your next lightbulb moment)*

**Sustainability of process. We now need to work with system partners to ensure we can take parts of what we’ve learnt to embed a better discharge process post-COVID.**

Next time...what would you do **differently** or what **advice** would you give to others?

**Our advice would be – sometimes you just need to implement a change and work through the problems as they arise. Otherwise, changes might never happen.**

**Start date Finish date**

describe what you **enjoyed** and

what **surprised** you...

**The new process was much simpler and more efficient.**

**The suspension of DTOC, which is time consuming and does not seem to have much benefit.**

**SATISFACTION in our achievements!**

*Plan SMART: Specific, Measurable, Achievable Realistic, Timescale*

**Who** was on your dream team and which department/ ward/area are you from?

**Discharge Team**

**CCGs**

**Local authorities**

**Community health services**

In responding to COVID-19 what did you need to change and why?

**We needed to free up bed space as quickly as possible to accommodate a predicted influx in COVID-19 patients**

Who did you need **help** from? (managers/ other depts)

**Ward Staff**

**CCGs**

**Discharge staff**

**How** long did it take? (it might be hours/ days/ months)

**One weekend**

*The five W’s, who, what, when, where, why*



***Extra details on this side if you need more space...***

It is worth noting that during the response to COVID, money was not an issue and this was integral to implementing a better system. We would really love to find a way, with the help of our CCGs and other partners to find an appropriate solution to our discharge process post-COVID with the funding arrangements which will be available to us at that time.

***What next?***

**Keep** a copy for your personal annual appraisal

**Give** a copy to your manager for your department’s collection of lightbulb moments

**Send** a copy to the PMO (Project Management Office)