

End of Life Fast Track Discharge

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Why the initiative



- The Trusts vision is to ensure that patient experience of care is excellent each and every time. The delivery of this is supported by a Patient and Carers Experience Framework.
- We were inspired to focus on the importance of achieving patient's preferred place of care and death after considering feedback from patient's, families and our 2017 CQC Report.
- Average length of stay **13.8 days**.



What we did



- Secured funding from Macmillan and employed a Fast Track Facilitator.
- Held a Rapid Process Improvement Workshop.
- Developed an End of Life Rapid Discharge Pathway.
- Developed an End of Life Rapid Discharge Leaflet.
- Implemented Discharge to Assess Model.
- Improved communication with pharmacy and developed an online prescription chart.
- Implemented a 72hour standard.

Outcomes – patient experience

The outcomes of the initiative are monitored by regular audits and patient and family feedback.

- Standardised Rapid Discharge process.
- Improved patient, carer and staff experience.
- Patients are achieving their preferred place of care and death.
- Reduction in complaints being received.
- Average length of stay - **21.35 hours**.



“Thank you for the care and kindness shown to our mum, thank you for your time and explanations”

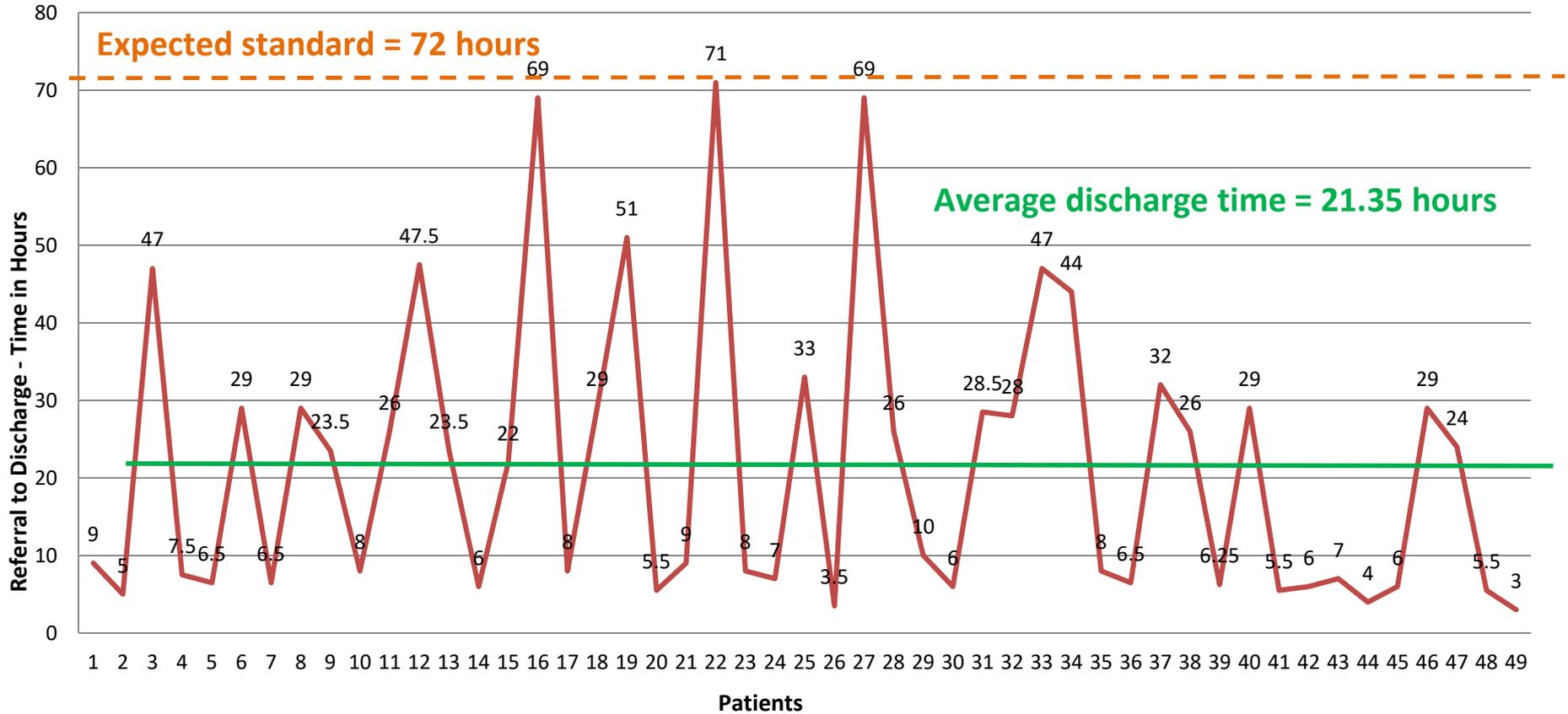


“Mum was where she wanted to be at the end and we all said our goodbyes”



“The calm, kind and sensitive information given to us by the Fast Track Facilitator gave us as a family much comfort. He did a good job coordinating all the other agencies involved”

Time taken to discharge home: sample of patients between May – Oct 2018



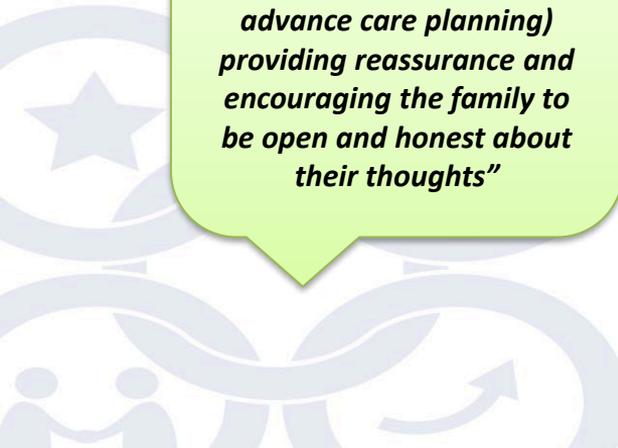
Staff and public experience



Patient experience *feedback*

“100% positive feedback from evaluation of the patient and carer information leaflet. “Clear easy to use”, “Informative just enough information”, “Excellent it looks good.”

Staff comments



“The Fast Track Facilitator brought up difficult sensitive topics (such as advance care planning) providing reassurance and encouraging the family to be open and honest about their thoughts”

“The fast Track Facilitator keeps families informed and supports them through very emotive times”

“The Fast Track Facilitator coordinates very complex discharges and ensures things are done timely”



Additional Outcomes



- Reduction in the length of hospital stay and re-admission rates with associated cost savings.
- Released time to care.
- Improved ward staff experience, training, support.
- Improved multi-agency working.
- Improved clarity and co-ordination related to systems and processes.

