Improving the Discharge Flow before 1100H in Al Wakra Hospital Surgical Unit – 5 North

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Problem: Since Cerner was implemented, discharging patients before 1100H percentage went down below the target of 60% in the Surgical Unit – 5 North thus delaying elective and emergency admissions causing unnecessary cost in healthcare.

Aim: By June 2017, 5 North- Surgical Inpatient will be able to discharge 60% of the Patients before 1100H including weekends.

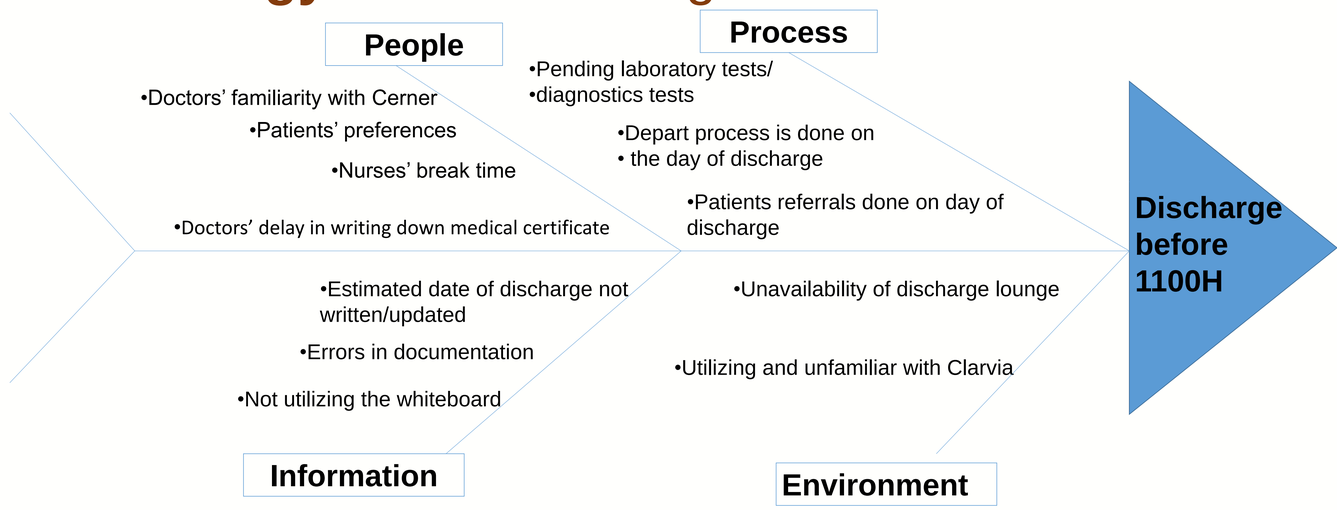
WHAT WE DID!

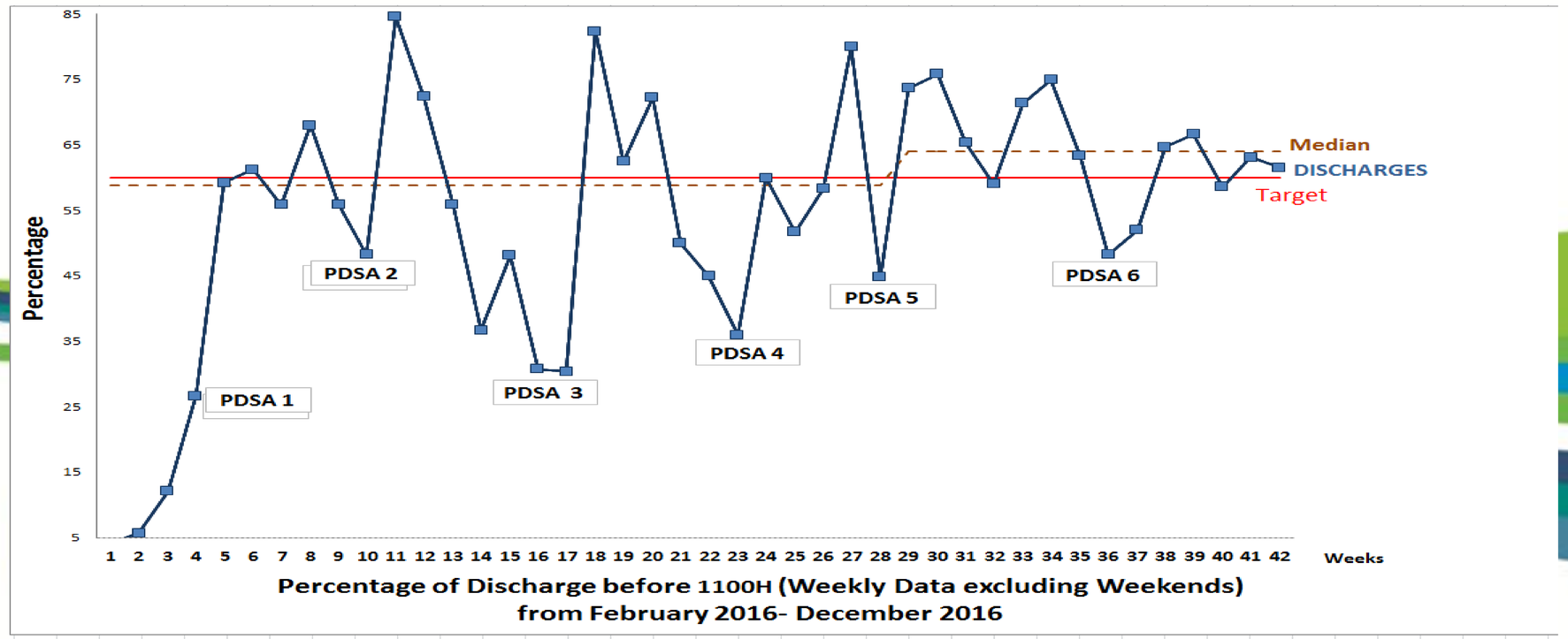
- PDSA1: Physicians Cerner Training with CDS
- PDSA2: Assignment of patients according to acuity (CLAIRVIA)
- PDSA3: Referrals, procedures and tests to be done a day before discharge
- PDSA4: Assigned Doctors for discharges only
- PDSA5: Patient orientation guide piloted
- PDSA6: Bedside Discharge Checklist piloted

Tasks:

- Meeting with 5 North Staff regarding:
  - Avoiding coffee break between 0930-1100H
  - Strict usage of Whiteboard especially updating expected date of discharge
  - Patient education on their plan of discharge
- Meeting with Surgical Doctors regarding:
  - Updating estimated date of discharge

Methodology: Fishbone Diagram





Conclusion:

In conclusion, consistent practice and monitoring of PDSA's compliance can improve and sustain the number of discharges before 1100H thus achieving the monthly target of 60% subsequently facilitating admissions thus reducing unnecessary cost in Healthcare and utilizing the existing resources accordingly .

Next Steps:

1. **Discharge lounge**
2. **To coordinate with the Doctors to decrease the congestion of discharge patients on Weekends**