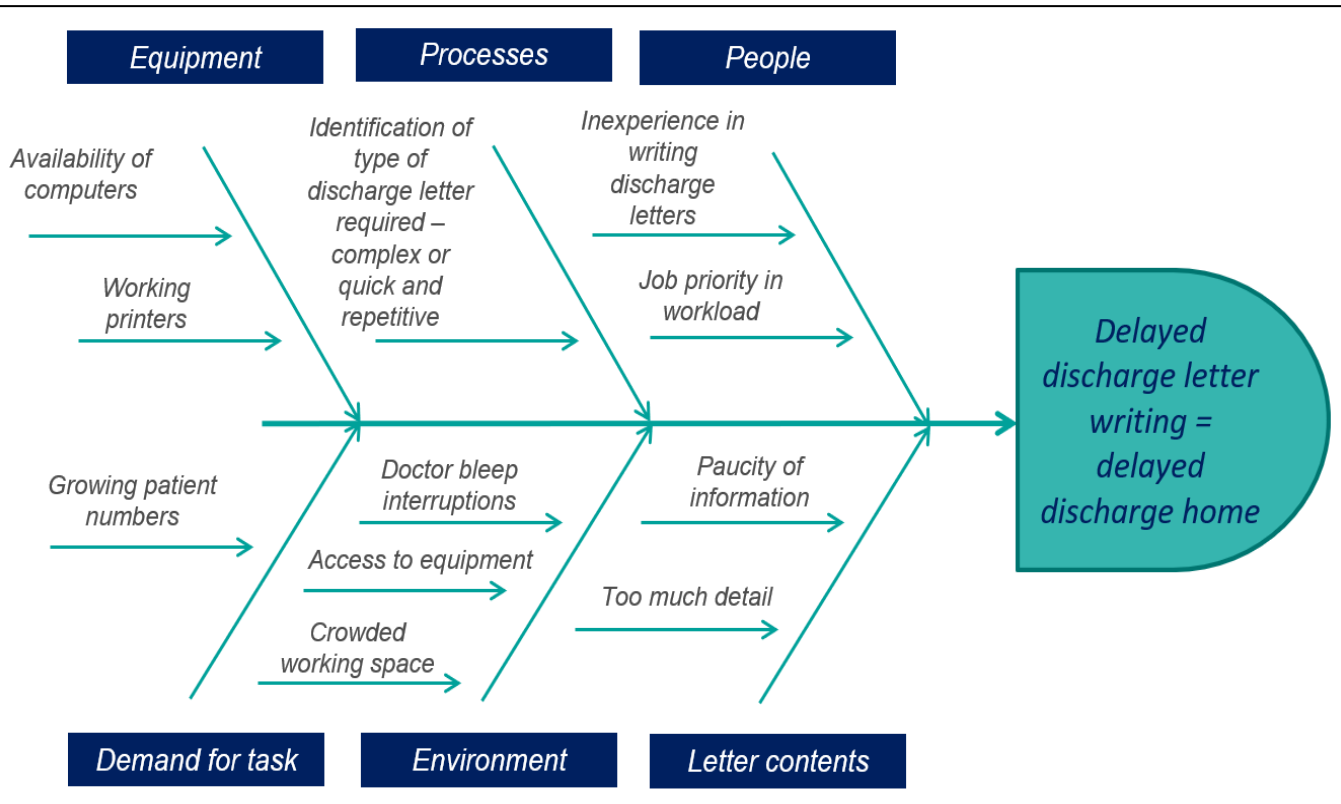


“Why am I still here?”

BACKGROUND

Patients are told that they are going home and then have to wait upwards of 1hr – just so that they can have a discharge letter written.

Computer shortage and unclear job priorities, delays us writing discharge letters for patients in our Children’s assessment unit. This prolongs their stay, delays us seeing new patients and leaves us feeling frustrated



Aim

By the end of February 2022, 80% of general paediatric patients being discharged from the Children’s Assessment Unit at Birmingham Children’s Hospital, will receive a discharge letter in less than 20 minutes from decision for home being made

Chosen measure

Time taken for a patient to receive a discharge letter (in minutes) from a decision for home being made by the doctor.

- 1: Time taken to find a computer
- 2: Time taken to write the letter
- 3: Time taken to print out letter

Inclusions

General paediatric patients being discharged home from the Children’s Assessment Unit at Birmingham Children’s Hospital

Sampling method & frequency

Prospectively collect data on time taken to write discharge letters. Aim for information about 5 discharge letters to be collected on 4 different shifts in the children’s assessment unit, written by a variety of different staff

Plan, Do, Study, Act Cycles

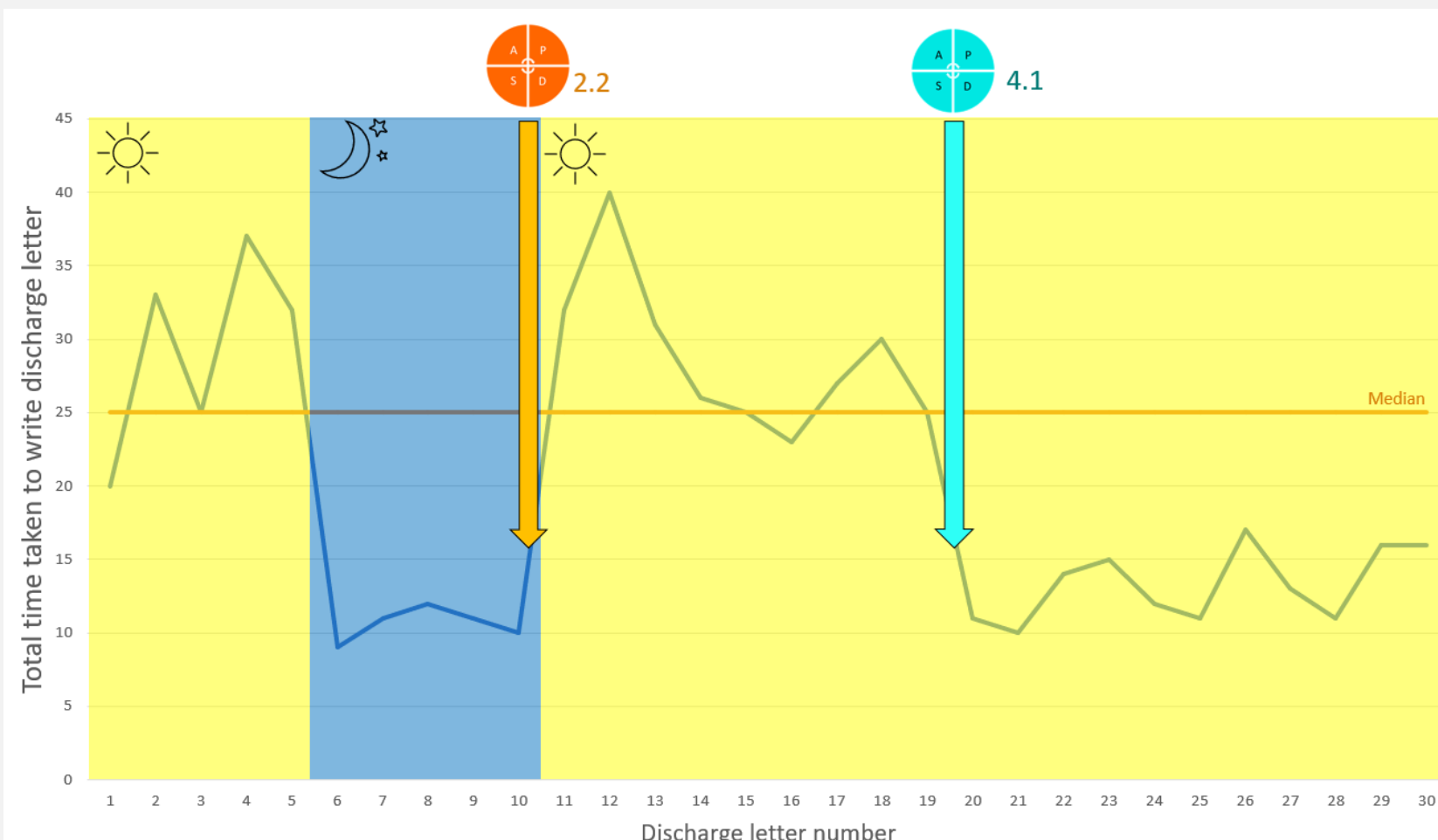
Engagement

Data Collection

Team Selection

Equipment Changes

Run Chart



Reflection & Learning

- 1: Early involvement of a team with people in significant positions that have both knowledge and authority to make changes has a big impact on success of quality improvement project
- 2: A structured and stepwise approach makes quality improvement projects seems more manageable
- 3: Sustainability of projects is key. Identify members of the team to continue the work when you may move on to a new location