



CASE STUDY

Maple Ward

Discharge Summary Success

Problem:

In January 2015 Maple Ward chose to address the timely completion of patient discharge summaries as part of their 'Releasing Time to Care' discharge module.

Prior to which, the nurse in charge and the ward clerk felt they were constantly chasing the doctors once the requirement of a discharge summary had been indicated. It was evident that this was frustrating and time consuming for all.

Solution:

Jointly the ward medical and nursing teams agreed upon a designated board within the doctors' office. The board was laid out to indicate discharge summary priorities for the current and following day. This was populated each morning by the nurse in charge for the doctors to complete throughout the day.

Outcomes and Benefits:

Feedback from the nursing team indicated that once the priority order for the day was written, there was no requirement to continue chasing. It was noted that this work was reliant on the nurse in charge being organised and ensuring that the board was updated regularly.

Doctors felt that they were able to get on with their work without the constant reminders, which also led to an improvement in morale.

The application of this process to the daily business of the ward saved time for the nurses, ward clerk and the doctors. At the same time, reducing stress and repeated reminders; being described by one of the doctors as a 'chasing saving intervention'

The ward team won the 'Dream Team Award' for the discharge module as a result of this work.

Change Champions:

- Rizelda Ramirez, Ward Manager
- Jefferson Taberlina, Charge Nurse
- Shanti Menezes, Sister
- Rotating Junior Medical teams

