



## Why Integration Why Home

By:

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# Integrated Discharge Team

## Change Makers

- Integrated Operational Manager Head of Discharge Planning
- Discharge Managers
- Discharge Officers 27  
Senior Officers x 4
- Social Workers
- Community Sisters
- Ward Clerks x25



# What is Integration

A coming together of organisations and like minded people whole system working  
Working across organisational boundaries changing culture.

An understanding of person – centred care – **talking to the patient**

Coordinated care for the individuals physical mental and emotional well being

Improved outcomes

Reduction of repetition and delays (LoS)

Protects people from getting lost in the system

Admission Avoidance

Thinking home first



# Art or Science

- 7 Building blocks of effective and creative Teams
- Competence
- Shared values
- Respect
- Time together
- Team building
- Trust
- Constructive conflict



# Art or Science

- Competence – most managers inherit a team – **CRHTT my challenge**
- Shared Values – includes motives agendas and behaviours
- Respect – does respect develop from having the same Values? If you don't like me will you respect me?
- Time together – how much time can busy teams spend together
- Team building – life altering experiences – people supporting each other through life changing events, the more intense the more trust develops
- Trust – being able to ask 'stupid' questions- being vulnerable- showing your human-humour and sarcasm
- Constructive conflict – a necessity working in the NHS Local Authorities and CCG's
- The importance of listening

## Leadership not Management from the Top - Fresh thinking and the autonomy to make decisions

- Integrated Discharge Team and Bed Flow

‘Be the change you want to see in this world’

**Mahatma Gandhi**



- Whole system working inside and outside of the Trust
- Internal - Bed flow Integrated Discharge Team (IDT) keeping the flow going
- External – Community services CCG
- Integrated posts

**DTOC V LOS**

**Channel energy into managing Length of stay**

**The importance of DTOC ?**

**Delayed Length of Stay**



## A day in the life

- 08.30 MDT Bed Flow
- 09.00 Multi agency Board rounds on every adult ward
- 11.30 Bed Meeting
- 12 Noon Patient Tracking MDT in Discharge Hub
- 14.00 Bed Meeting-problem solving MDT
- 16.00 Bed Meeting
- Sign up of all disciplines
- Supported by executive

## Discharge App

- Developed by Xerox and TAPP
- Designed by the Discharge Team
- Tracks every patient and organisation responsible
- Updated throughout the day by the Discharge Officers on the wards
- Live information directly to Discharge Team and executives
- Prints of reports

## Advantages

- Prevents duplication
- Releases staff to actively discharge
- Up to date information and escalation
- Executives know what is happening without having to ask
- Immediate availability of reports
- External organisations can now have immediate information to their own patient group
- Reduces pressure across the whole system

Any Questions?

