
Discharge Communication Improvement Project

Initiative Type

Redesign

Status

Close

Added

08 August 2017

Last updated

11 June 2020

URL

<https://test.clinicalexcellence.qld.gov.au/improvement-exchange/discharge-communication>

Summary

Timely and effective discharge communication is central to the continuity and quality of care for Children's Health Queensland's paediatric population. The project aimed to improve the timeliness of discharge communication to General Practitioners and other community health providers to improve integrated care when returning home into the community.

Key dates

Jul 2016

Jun 2017

Implementation sites

Lady Cilento Children's Hospital

Key Contacts

Dr. Chris Beck

0035

paul.blee.hiu

Deputy Executive Director Medical Services

Lady Cilento Children's Hospital

(07) 3068 5409

Chris.Beck@health.qld.gov.au

Aim

To improve the timeliness of discharge communication to General Practitioners and other community health providers.

Benefits

- Provides real time visibility of discharge communication tasks and completion rates as well as feedback supporting workflow to junior medical staff and visibility to supervisors of current performance.
- Provides oversight and governance over the desired outcome by making data visible and accessible to consultants and service directors.

Background

The Children's Health Queensland Patient and Safety Service (PSQS) provides support to line management to embed clinical governance into core business in order to ensure the continuance of high quality, safe and effective child and family centred care.

Evaluation and Results

The early results in improvement in completion rates of Electronic Discharge Summaries demonstrate an increase in completion within 2 days of discharge from 29% (2016) to 46% (April 2017) and completion within 7 days from 50% to 68%. Additional data will be included in the presentation in early June.

Lessons Learnt

The promotion of best practice and cultural change amongst clinicians through training in discharge communication and planning at orientation makes the provision of timely discharge communication sustainable over the longer term.