



Strategic Priority: **SPI- Medical, Research, Academic Research**

Project Name

Decrease LOS for Patient with Complex Discharge Needs

Site

Riyadh

Department

C1 Neuroscience

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

Continuous

Problem: Why the project was needed?

Multiple complex need of patients for discharge will result in increasing patient length of stay in the hospital.

These complex needs include the following:

- 1) Patient/Family refusing to be discharged although there is an order for discharge.
- 2) Waiting for bed availability in other facilities.

As a result, many elective admissions will be cancelled/postponed. Therefore, this project was selected, to decrease the average LOS of Inpatients with Complex discharge needs.

Aims: What will the project achieve?

To decrease the average LOS of inpatients with complex discharge needs from discharge order Date being entered into the system till the Patients Actual Date of Discharge (ADD) by one day from the baseline and by end of October 2018 and sustain it.

Benefits/Impact: What is the improvement outcome?

(check all that apply)

- Contained or reduced costs
- Improved productivity
- Improved work process
- Improved cycle time
- Increased customer satisfaction
- Other

Improve team work/team dynamic

Quality Domain: Which of the domains of healthcare quality does this project support?

(Select only one)

Patient Centred

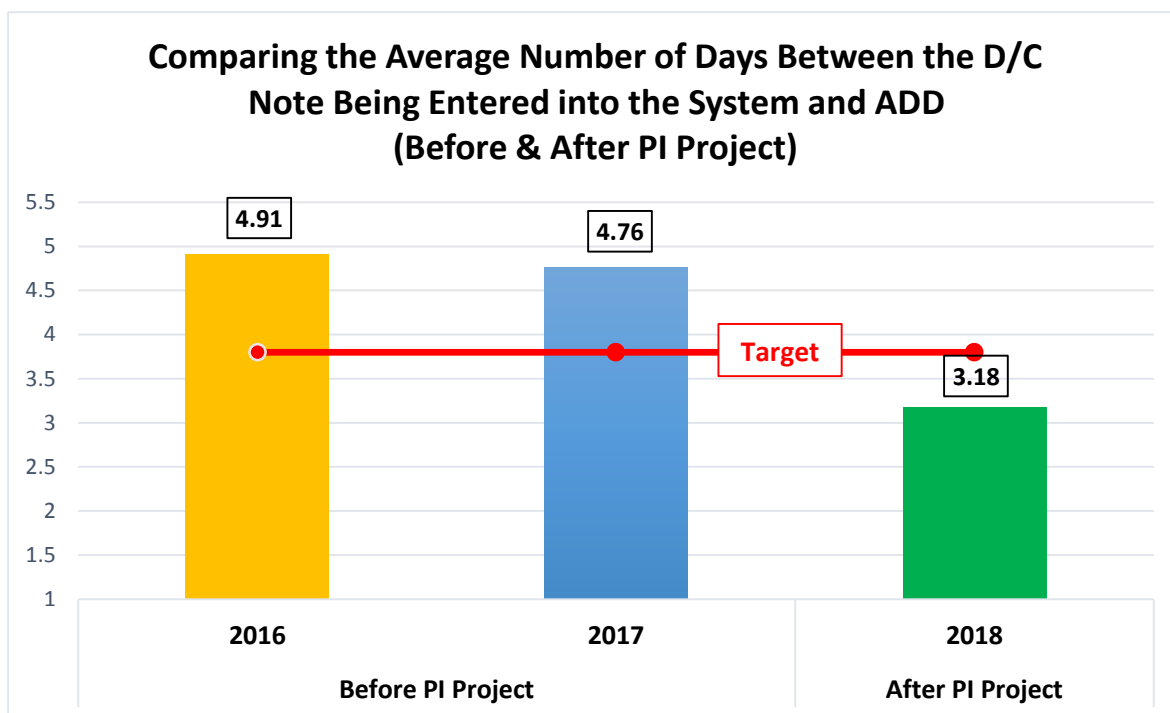
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Average LOS of Inpatients with Complex discharge	1 Day decrease

Interventions: Overview of key steps/work completed

- Start weekly meetings (every Tuesday) for update/follow up (Record & share minutes with MDT).
- Hold family conference when needed for clarification & reassurance of discharge plan.
- Escalate issues to MCA/Security for support when needed.
- Use resources available to facilitate complex discharge needs.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)

Year	Number of MDT Meetings	Number of Patients discussed	LOS between the Discharge Note Being Entered on the System and ADD
2016	49	34	4.91
2017	42	21	4.76
2018	31	11	3.18



Conclusion

In conclusion the data presented suggests that we achieved and went beyond our target of one day by reducing the LOS by **1.58 days** and as a team we hope to continue this success further into the future as these results will improve patient satisfaction and increase bed utilisation on the unit.

Project Lead

Name

(person accountable for project)

Eunice Leota - HN

Team Members

Names

(persons involved in project)

- Djamal Djamel – Neuro CNC
- Deemah – Patient Relation
- Maliah – CNC
- Abdullah – Case Manager
- Yasser – Case Manager
- Njood – Social Worker
- Maram – Dietician
- Mohd – Physical Therapist
- Ayah – Occupational Therapist
- Eman – Speech Language Therapist
- Maha – Speech Language Therapist
- Claire – C1 AHN