Coordinated care from pre-admission to discharge - the difference a new role has made.

Authors: Karen Causton, Niamh Eve, Sue Griffith.

**Background**
- Discharges becoming more complex
- Nursing staff wanting a discharge coordinator
- No key worker role
- Lack of continuity
- No weekend admissions

**Aim**
- To improve patient experience
- To provide continuity with keyworker
- Increased bed occupancy

**Outcomes**
- Increased job satisfaction
- Clear process in place
- Increased bed occupancy
- Patient choice for end of life care (preferred place of death) respected
- Introduction of “Board Round”

**Bed occupancy figures**
- 2012: 65%
- 2013: 78%
- 2014: 76%
- 2015: 88%
Coordinated care from pre-admission to discharge - the difference a new role has made.

Authors: Karen Causton, Niamh Eve, Sue Griffith.

Background
- Discharges becoming more complex
- Nursing staff wanting a discharge coordinator
- No key worker role
- Lack of continuity
- No weekend admissions

Aim
- To improve patient experience
- To provide continuity with keyworker
- Increased bed occupancy

Outcomes
- Increased job satisfaction
- Clear process in place
- Increased bed occupancy
- Patient choice for end of life care (preferred place of death) respected
- Introduction of “Board Round”

---

Bed occupancy figures

- 2015: 88%
- 2014: 76%
- 2013: 65%
- 2012: 78%

St Helena Hospice
your time...your hospice
Registered Charity Number 280919