




Is the **Right Patient**, in the **Right Place**, having the **Right Care**, first time?

SEEN	AIM	FLOW	EARLY DISCHARGE	RECOVERY
SEEN BEFORE MIDDAY Key Staff Questions: <ul style="list-style-type: none">• Clear actions and accountability with a timeframe?• Patient waiting for a diagnostic/ treatment? Can this happen today, if not, why not?• Is the patient clinically optimised for discharge or transfer?• A senior support structure in place for escalation.	WHAT MATTERS TO ME? Key Patient Questions: <ol style="list-style-type: none">1. What do you think is wrong with me? (Diagnosis)2. What is going to happen to me today? (Tests, interventions etc.)3. What is needed to get me home, and is there anything I can do to help? (Clinical criteria for discharge and Recovery Plan)4. When can I go home? (EDD) Patient, family/ carers involved in care planning.	RIGHT BED FIRST TIME Prepare for early morning transfer to wards <ul style="list-style-type: none">• Front door, can admission be avoided?• All patients on correct D2RA pathway?• Identification of patients requiring supported discharges.• Review discharges daily• Are tomorrow's discharges planned?• Patients discharged at earliest opportunity – Each day a green day.	HOME FOR LUNCH/ASAP Ward battle rhythm set? <ul style="list-style-type: none">• Prioritise patients being discharged today.• Pharmacy to be on board round to review medications?• Link with Family, Friends, Carers to arrange transport.• Key/ keycode available?• Book patient transport service if no alternative.• Identify, clear actions and accountability with a timeframe to avoid delays	WHAT MATTERS TO ME? <ul style="list-style-type: none">• Discussion with patient on recovery goals and expectations and plan updated regularly? <p>Can they go home?</p> <ul style="list-style-type: none">• Stakeholder communication: Think GPs, DNs, 3rd sector, Community Services, Social Workers.• Right support for recovery? Think : AHP, social worker, carer, volunteer support. 



GIG
CYMRU
NHS
WALES



Click on the link to Goal 5 where you will find the main documents

SAFER ENABLERS • Get up, Get Dressed, Keep Moving • Board Rounds • Huddles • Red2Green
• Discharge Lounge • Community Liaison • Integrated Hubs (Single Point of Access)