

Inpatient Efficiency Management at Imperial College Healthcare and Royal Brompton and Harefield NHS Trusts



Background

From 2011 to 2012, two Optum nurses were embedded within the Imperial College Healthcare and Royal Brompton & Harefield NHS Trusts, working alongside existing discharge teams to manage pathways, support management of discharge into the community, reduce length of stay, and avoid readmissions where possible. The service was provided for patients who were residents and/or registered with a general practitioner within the geographical locations of the Thames Valley and Wessex area.

More than 300 individual patient case studies were identified. These cases ranged from attribution and prior approval queries, to delayed discharges and concerns about the patient pathway. This information led to targeted analysis and monitoring of best practice pathways for multiple sclerosis (MS) and coronary artery bypass grafts (CABG). In general, inpatient efficiency management enhances the quality of patient care, removes duplication of effort and can save money for the wider health economy.

Our approach

Optum™ nurses are embedded within the Trusts' discharge teams to:

- Monitor admissions in the Trusts with respect to pathways.
- Understand reasons for referral to the Trust, and referral mechanisms.
- Review both elective and non-elective admissions.
- Monitor patients with a long length of stay (>14 days), as well as delayed discharges and patients with a length of stay (>10 days) in critical care.
- Monitor expected date of discharge.

- Assist local discharge teams to facilitate discharges and repatriation, where appropriate.
- Unlock barriers to better patient care through direct liaison with commissioning leads, local care teams, etc.
- Attend multidisciplinary meetings.

Key benefits

- Enhances patient care and experience.
- Removes variation (e.g. low priority procedures, discharge pathways).
- Reduces length of stay.
- Ensures appropriate care in appropriate setting.



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