Delays in discharge from hospital of older people living with frailty:

What are the hidden challenges?

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on behalf of the study team at NIHR ARC West

What is the problem that needs addressing?

- Long delays to discharge for older people living with frailty
  - Increases with emergency admission
  - Complex discharge planning
  - Leads to personal and financial costs
- Increased risks to patients
- Not all delays can be explained by clear obstacles

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Study Aim

- The aim of this research was to understand the delays that occur on hospital wards and to develop solutions to overcome hidden obstacles to effective discharge.

Research Question

- What are the *clear obstacles* and the less obvious or *hidden challenges* that impede effective discharge?

Summary of data collection

- **Location:** Bristol and Birmingham

- **Observations in hospital:** Conducted over 22 weeks in the winter of 2018/19 with around 390 hours of observations documented.

- **Interviews:**
  - 8 patients
  - 13 family members
  - 20 hospital staff
  - 8 local authority/CCG professionals
  - 11 GPs

- **Patient Journeys:**
  - 37 completed

Clear Obstacles and Hidden Challenges

Expected Delays

- Investigations, specialist reviews and test results
- Community and social care provision etc.

Deconstruction and Reconstruction of the Patient

- The process of admission and hospitalisation **deconstructs** patients into numerous information fragments
- In order to plan for discharge, these fragments must then be **reconstructed**.

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Factors which increase deconstruction and are barriers to reconstruction

- Lack of continuity of care resulting from:
    - low staffing levels
    - shift patterns
    - patient moves between wards
- Issues with the collection, storage and retrieval of information
- Factual inaccuracies and distortions in patient stories
- Low status of 'Collateral' patient information

Patient and Public Involvement

Input and guidance from our Public Contributors

- Research design and study oversight
  - Inclusion criteria
- Sense checking – use of terminology
- Discussion on where to disseminate findings
- Involvement in the production of the "Information about Me" form and the animation
- Active role in the "Information about Me" launch

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Study Outcomes

- Production of an "Information about Me" animation

- Development of a "Information about Me" form

- Engagement with local stakeholders to discuss use of the "Information about Me" form

- Work with other organisations such as:
    - The British Geriatric Society
    - The Royal College of Nursing
    - Age UK

- Conference presentations and publications

Animation

https://www.youtube.com/watch?v=nhOFWX5sQP0&feature=emb_imp_woyt

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Thank you for listening

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