

SIGNATURE SOLUTION

# DISCHARGE READINESS



Lumeon

# Predictable and on-time discharge

Poor discharge management has a profoundly negative effect on patients and their families, including reduced recovery rate, deterioration in health and wellbeing and a high rate of readmission. Inefficient organization of final checks, transport, medication and documentation, as well as synchronization with other service providers, facilities and carers all have an impact.

Delays in discharge are also very costly and have a knock-on effect to other areas of healthcare provision, with 'bed blocking' a major problem and drain on resources.

Frequent **causes of delays** are:

- Poorly executed processes and resolution of problems
- Lack of transparency in triage process
- Inadequate care team coordination and communication
- Availability of tests and results, logistics and support services

With the automation of standard processes, healthcare professionals can quickly reduce their administrative workload, coordinate more effectively with other services outside the hospital and improve patient satisfaction.

The **Lumeon Care Pathway Management (CPM) platform** enables care transition teams to monitor patient readiness for discharge in real-time. It dynamically adapts patient discharge criteria, education and orders according to the clinical and personal circumstances of each patient.

The cloud-based software allows providers to deploy digital care pathways so more tasks can be automated, responding in real-time to clinical or administrative data and helping patients swiftly progress through their care journey.

Lumeon CPM acts as an intelligent care traffic command and control center.

Extra bed-days due to delayed discharge may account for up to 31% of total hospital costs

Social Care Institute for Excellence (SCIE) UK, 2018



## Solution Goals



Reduce hospital stay and discharge time



Reduce readmissions



Improve patient satisfaction

# Example pathway for discharge readiness

The Lumeon CPM platform can create and manage the required discharge activities based on each individual patient's clinical profile and personal situation (e.g. diabetic; living alone; low-income household). It automatically allocates tasks, guidelines and checklists to care teams and gives them a real-time view of patient progress.

With Lumeon, health providers can create and deploy their own pathways that enable patient discharge to be carefully orchestrated with timely interventions and reviews. Important real-time information is available for the care team, relatives and other outside agencies to ensure the most efficient preparation for discharge and the best possible outcomes.

## Automate

### Discharge Assessment

- ✓ Protocol driven assessment and triage
- ✓ Tailored checklists based on patient specific information
- ✓ Patient and family communication strategies based on personal circumstances

## Coordinate

### Discharge Program

- ✓ Checklists and dashboards with real-time status and outstanding tasks
- ✓ Automatic delegation of tasks and escalation of failed milestones
- ✓ Patient score cards and discharge readiness reports

## Refer

### Onward with Context

- ✓ Shared view of real-time progress, tasks and goals
- ✓ Discharge clearance with checklist: medication, transport, etc.
- ✓ Patient referrals, reports and coordination with PCPs and agencies



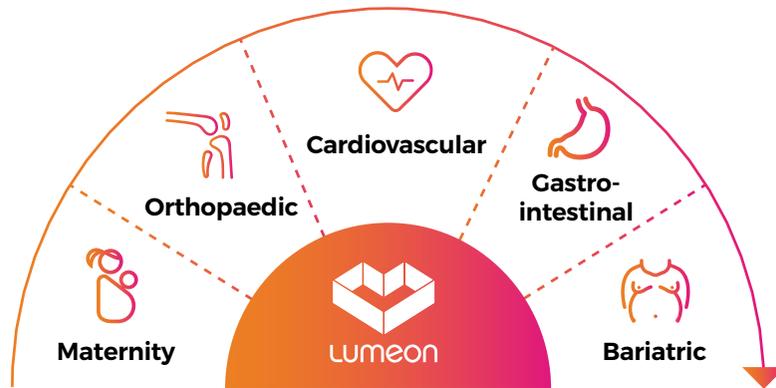
# Evolve across multiple specialities

## Start small and expand into other areas

As CPM supports the design and delivery of best practice processes through the patient journey, the automated rulesets that standardize processes for discharge can be readily extended across multiple specialities. This means staff can focus on value-adding tasks rather than data input and formatting and can deliver reliably better care at lower cost.

Patients with a clear understanding of after-hospital care instructions are 30% less likely to be readmitted

US Agency for Health Research & Quality (AHRQ)



## Enhance the discharge pathways

Key aspects of the discharge readiness pathway can be improved by designing additional steps to tackle areas of inefficiency, readmission rates and patient dissatisfaction, for example:

### Enhanced triage

- Detailed risk assessment
- Holistic review of patient circumstances

### Pre-discharge assessment

- Review patient/carer needs for greater support
- Clarify discharge plan with patient, relatives and caregivers

### Patient follow-up

- Education and coaching
- Monitor progress against care plan



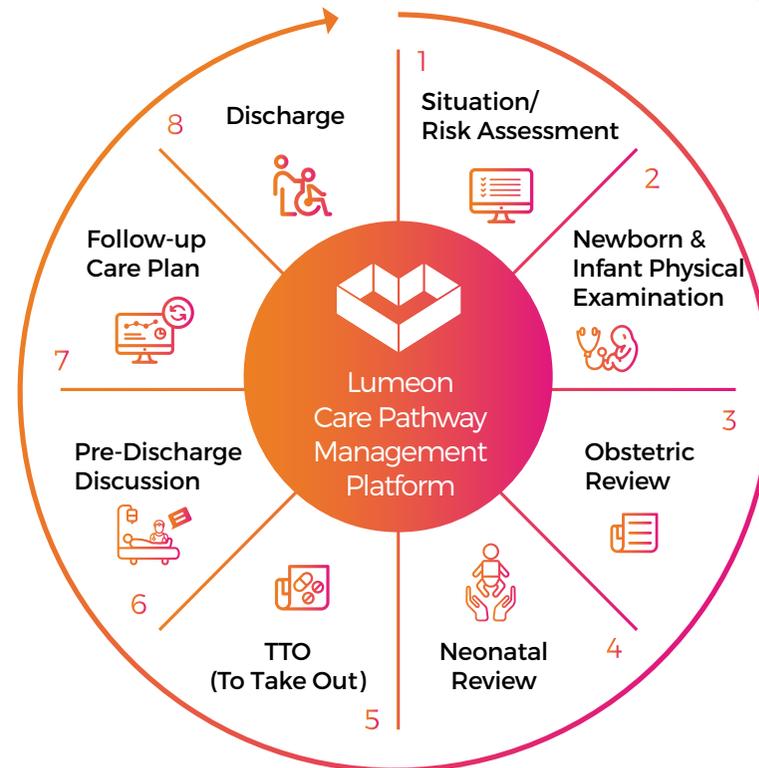
# A fresh approach to postnatal discharge

Patient experience of discharge from postnatal wards can vary widely. One leading NHS hospital found the time interval from 'ready for discharge' to 'leaving the ward' ranged from 1 to 33 hours. Many women who suffered the worst delays reported experiencing many emotions including: frustration, confusion, anger, anxiety, fearfulness, distress, lack of trust and confidence.

**In-depth analysis of discharge issues** highlighted that patient experience was significantly affected by:

- New parents not knowing when they can leave the ward after being told they can be discharged
- Lack of consistency in information shared by different staff members
- Delays in discharge from the wards

One Lumeon customer aims to reduce postnatal discharge times and free up **1000** bed days a year



The **CPM platform for discharge readiness** acknowledges the multiple mother and baby tasks that need to be completed in a complex environment.

Using digital pathways, we bring together existing clinical and administrative tasks under one system, with tangible **improvements in experience and efficiency** of the patient journey:

- ✓ Measurable reduction in length of stay
- ✓ More efficient care team utilization
- ✓ Reduction in preventable readmissions
- ✓ Better patient satisfaction

## Why Lumeon?

 Millions of patients actively managed

 Deployed across thousands of sites

 Proven to reduce operational costs



Lumeon

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