Improving postnatal discharge for better patient experience

Lumeon has worked with Chelsea and Westminster Hospital postnatal ward to create a digital end-to-end care pathway for new mothers and their babies. The user-friendly technology is transforming how the department runs — streamlining processes, coordinating care towards a timely and safe discharge, and enhancing the postnatal experience for women and their families.

Background

Chelsea and Westminster Hospital (CWH) is a 460-bed hospital located in Central London, U.K. The hospital provides one of the largest maternity services in the country and aims to deliver high quality patient-centred care in a financially efficient manner. As a Trust, over 12,000 women are delivered every year across two hospital sites, with most of them staying 1-3 days postpartum on the postnatal ward.

Scope for improvement in patient experience of postnatal care was identified based on user feedback (Picker Report 2015, NHS Friends and Family test and Experience Survey on the ward) and staff surveys.

Problem

An in-depth analysis of discharge from the postnatal ward highlighted that patient experience is significantly affected by:

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

Further investigation also revealed scope for improvements due to staff having to:

- Chase patient updates from staff, the whiteboard and written notes
- Look for and update notes
- Check availability of beds and ensure readiness for new patients
- Manually coordinate discharge activities

NHS
Chelsea and Westminster Hospital
NHS Foundation Trust

"We have worked closely with the Lumeon team and we are excited about this fantastic new system that helps to deliver great care to new mums and their families."

Miss Zoë Penn, Medical Director, Chelsea and Westminster Hospital NHS Foundation Trust

Aims

< 4 hours
Reduce variability of discharge and mean discharge waiting times

Patient Satisfaction Improvements

>1000 bed days
Saved a year through improved discharge coordination and liberated resources

Staff Engagement Improvements

Lumeon

Our solution

Lumeon worked with **CWH Lead Consultant Obstetrician for postnatal care, team managers and other clinical and non-clinical staff** to map the postnatal pathway and create a more efficient digital version. This reduces manual data entry, automates manual processes and ensures swift and safe discharge. The Lumeon Care Pathway Management solution was then built around CWH's standard operating procedure.

Clear real-time visibility

Data, once entered, is immediately available to everyone within the relevant departments on a customisable digital dashboard, providing real-time visibility of where all mothers and babies are on their pathway. Each patient's status is displayed on a 52" screen (replacing the whiteboard) and is available to healthcare professionals on their own terminals.

A best practice task sequence highlights activities to the relevant staff, updating their status when completed via desktop, workstation on wheels or on tablets. Communication between different team members is more synchronised, reducing the fragmentation caused by paper-based systems and improving visibility and communication between staff members.

Automatic tasking and timers

Automated timers are incorporated for each patient along their pathway, with triggers and reminders to assist staff to not only prioritize tasks, but also follow-up more effectively. Outstanding tasks are completed as efficiently as possible, to minimise delays and streamline the discharge of mothers from the department. If timers get close to a breach for prescriptions or discharge summary, patients are flagged for review.

Ward staff can automatically request the review of a mother or baby by another healthcare professional, based on new information, adapting the care pathway in real-time.

Team members across the hospital can also access the dashboard remotely from another office or workspace, enabling them to make timely visits to the ward to see those patients who need them, when they need them, and ensure the most efficient discharge.

Data entry, reporting and continuous improvement

By providing electronic means to enter data, rather than paper or whiteboard based collection, the system immediately allows the department to realise improvements in data quality, data accuracy and increased speed of data entry and handover, without the need for updating whiteboards (where information is lost when it is erased).

Reporting and analysis is now more accurate as data is collected across the entire pathway. Together with automatic system audit information and configured timers, this can highlight process inefficiencies as they happen, to identify ongoing scope for improvement.

Outcomes

- Real-time visibility of patient progress
- Automated communications (triggered by defined parameters)
- Auto-generated report distribution, highlighting inefficiencies
- Enhanced reporting across all pathway stages
- Administrator dashboard highlighting overrunning activities
- Simplified data entry on electronic forms

"The aim is to improve how the system works, so it is efficient and there are no delays in women's stay in the hospital"

"...it is very intuitive and we have a digital-savvy workforce, so in terms of implementing a new system, it's been great"

Dr Sunita Sharma, Consultant Obstetrician and Gynaecologist, Chelsea and Westminster Hospital NHS Foundation Trust.

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