

All dressed up but nowhere to go? Tackling delayed hospital discharges

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Key Topics

1. Why do delayed discharges matter?
2. Preliminary comments
3. Official policy
4. The research evidence



1. Why do delayed discharges matter?

- ◆ Economic factors
- ◆ Administrative factors
- ◆ Humanitarian factors



2. Preliminary Comments

- ◆ Concerns about delayed discharges pre-date the NHS - they're not new.
- ◆ Delayed discharges aren't the only issue - what about premature discharge or negative patient/carer experiences?
- ◆ Traditional neglect by government?



3. Delayed Discharges: official policy documents

- The problem: social services?
- The solution: reimbursement?



Reimbursement: some positives

- ◆ Extra funding
- ◆ CAT involvement
- ◆ Stimulated some new approaches
- ◆ Concentrated the mind
- ◆ Delays reducing



Reimbursement: some risks

- ◆ Distorts priorities?
- ◆ Importing a ‘solution’ from other systems
- ◆ Funding shortages?
- ◆ Detracts attention from the older person?
- ◆ Risk of readmission/premature discharge?
- ◆ Damages local relationships?

4. The Research Evidence: lack of notice/involvement

Notice of Discharge	Percentage of patients
Same day	33%
After visiting the night before	16%
During visiting time previous evening	23%
Up to 3 days' notice	21%
More than 3 days' notice	5%

Lack of notice/involvement cont.

Experience of Discharge	Patients	Carers
Patient was unready for discharge	19.7%	30.8%
Less than 24 hours' notice of discharge	31.3%	-
Consulted about discharge plans	16.1%	30.8%
Would like more notice of discharge	21%	17.9%
Given no information	47.7%	44.6%
Readmitted to hospital within 3 months	27.7%	-



4. The Research Evidence: hospital-based delays

Reason for Delay	Total	Total days of delay
<i>Trust responsible for delay</i>		
Awaiting geriatric bed	4	51
MRSA delaying discharge	2	54
Awaiting OT assessment	4	32
Awaiting OT home visits	1	7
Awaiting opinion of consultant	5	29
Total	16	173

Hospital-based delays cont.

Reason for Delay	Total	Total days of delay
<i>SSD responsible for delay</i>		
Comprehensive assessment by social worker	3	41
Awaiting funding for nursing home	2	16
Awaiting home equipment	1	6
Awaiting home care	4	17
Total	10	80



4. The Research Evidence: the failure to work effectively together

“It has not been uncommon for health and social services to hold differing perspectives about where the responsibility of provision lies.”



The failure to work effectively together cont.

“The first time my mother came home I’d arranged for people to put her to bed because she was a bit frightened. But they didn’t come so she sat up all night.”



4. The Research Evidence: competing notions of good practice

“The principal tension... was between a narrowly defined resource management model, and one which might be described as user-centred.”



4. The Research Evidence: the needs of carers

Experience of discharge	% carers	% carers
	(1998)	(2001)
No choice	71	70
Carer consulted re discharge	71	64
Readmitted with 2 months	25	27
Carer's Assessment	40	50
Insufficient support	-	43

4. The Research Evidence: structural barriers

“While the Executive were trying to integrate the services, the system did nevertheless operate with two cheque books.”

“The Executive could lay down some ground rules, but a more fundamental redrawing of the boundary between health and social care was complex and political.”



Structural Barriers cont.

“We consider the current system for continuing health and social care to be very confused. Responsibilities are blurred, professionals face unnecessary problems, and users and carers are suffering an ill-defined and arguably non-existent boundary.”



Structural Barriers cont.

“The problems of collaboration between health and social services will not be properly resolved until there is an integrated health and social care system, whether this is in the NHS, within local government or within some new separate organisation.”

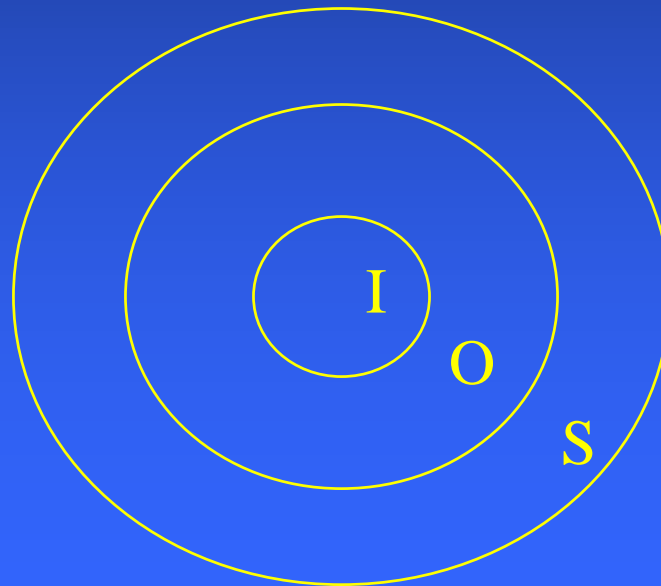


Understanding Partnership Working in Health and Social Care

I: the Individual level

O: the Organisational level

S: the Structural/Social Policy level



Further reading

- ◆ Glasby, J. (2003) *Hospital discharge: integrating health and social care* (Radcliffe Medical Press)
- ◆ Glasby, J., Littlechild, R. and Pryce, K. (2004) *Show me the way to go home: delayed hospital discharges and older people* (DoH literature review) (www.bham.ac.uk/hsmc)

Also, useful material in reports by ICN and CSCI

