

Implementation of an effective weekly long stay patient review process

Kettering General Hospital NHS Foundation Trust

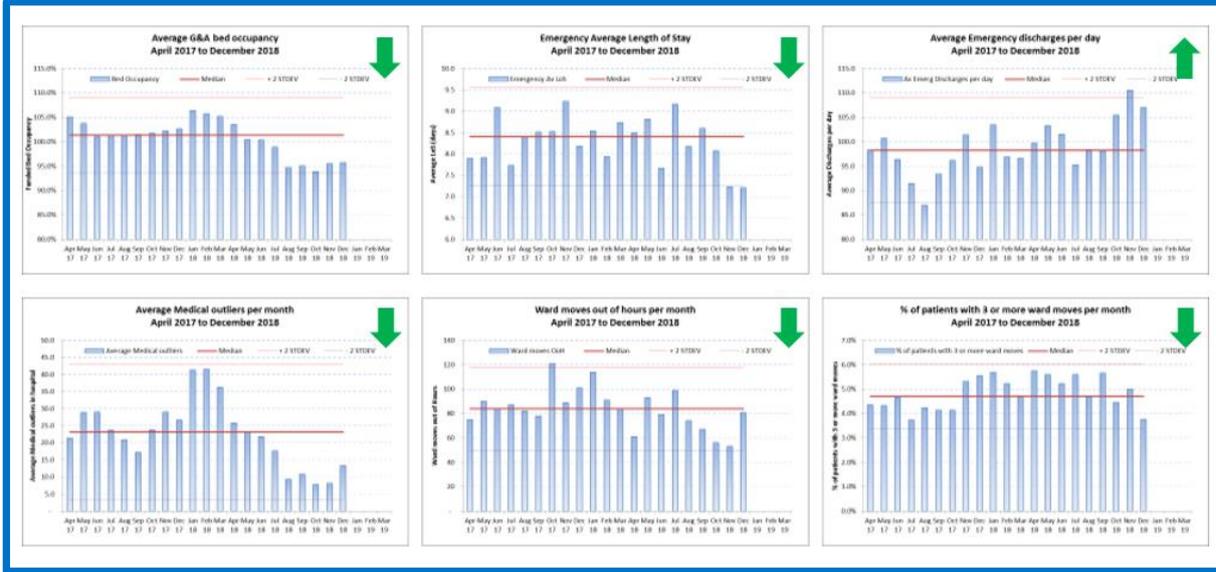
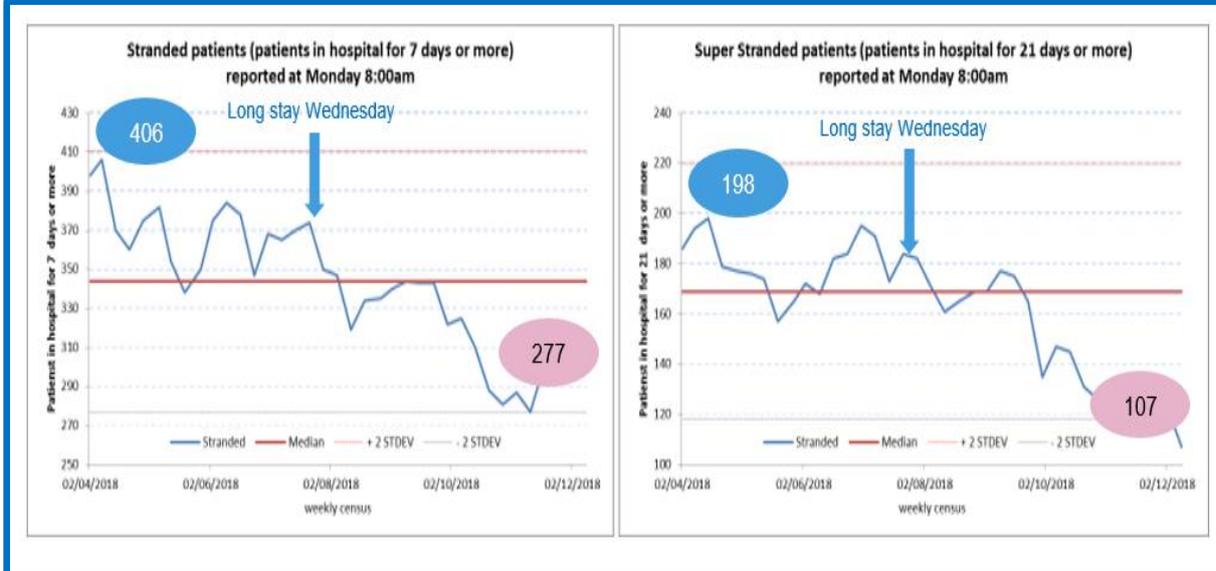
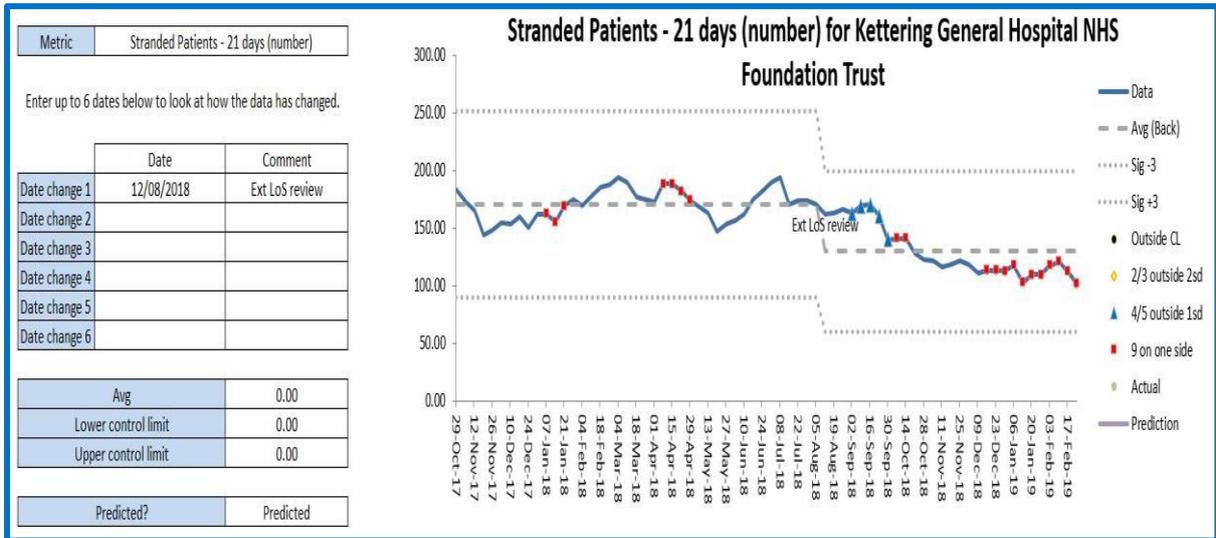
The aim

- To reduce the number of stranded (7 days plus) and super stranded patients (21 days plus).

What was the solution/what interventions took place?

- The trust and wider system partners decided to implement the Emergency Care Intensive Support Team (ECIST) weekly long stay patient review process (page 29 - '[Guide to reducing long hospital stays](#)')
- Every Wednesday (#longstaywednesday) a dedicated senior multi-disciplinary team (MDT) visits inpatient wards at a pre-arranged time (that works for the ward team) to review all long stay patients (21 days plus) following a standardised approach.
- The teams actively promoted the approach using the hashtag #longstaywednesday on social media (Twitter and FaceBook).
- One of the advantages is doing the review on the ward (close to the patients) so members of the MDT can contribute, and ward teams don't need to leave the clinical area.
- Each ward manager / nurse in charge knows that the team will be visiting their ward at an agreed time every week so they can be prepared. The ward MDT are encouraged to attend (more likely if the visit takes place at the same time every week).
- After several weeks, ward teams became increasingly proactive to tackle delays and ensure there is a robust plan for each patient that includes [clinical and functional criteria for discharge](#).
- Teams are clear about the process to escalate actions that can't be resolved at ward level. These actions go to a weekly escalation meeting chaired by a senior manager.

Describe the measured results/ What was the impact on your aim or goal?



What were the learning points? What worked well/less well and why? What else did you observe? Were there any unintended consequences

- Keeping the approach simple, action focussed and consistent.
- Wider system support on the reviews to influence external issues.
- An effective weekly escalation process.

Videos of the Kettering #longstaywednesday team

- 1 minute [video](#) after the first #longstaywednesday review (August 2018).
- 14 minute [video](#). Kettering deputy chief operating officer (Fiona Lennon) presenting the #longstaywednesday approach at a midlands and east regional conference (November 2018).

Find out more

Annie Prime annprime@nhs.net (ECIST improvement manager)