

DischargeHUB

Helping Patients Get Home Safely

Overview



According to Health Accord NL, 20 per cent of all acute care beds are occupied by patients who do not require the level of intensity of services provided in an acute care setting. This category of bed usage is known as "Alternate Level of Care" (ALC). Prolonged time as an ALC patient results in poor patient and system outcomes. The process to discharge a patient from the health-care setting involves a coordinated effort to ensure that the patient has the right equipment such as oxygen, and home-care services prior to leaving the facility. Clinicians have historically completed this work which can be time consuming.

DischargeHUB is an innovation solution used by NL Health Services in the Eastern Urban Zone to ensure that the right information gets to the right clinician at the right time to facilitate timely coordination of community-based services for the discharge of patients. It was developed in collaboration with strategic innovation partners Seafair Capital and Mobia Health Innovation. Furthermore, it is aligned with NL Health Services' Innovation Strategy. The solution is currently an active pilot project.

Information is shared through the DischargeHUB portal to enable real time updates on task completion for clinicians and leadership. At discharge, patients and families leave with a package containing the details needed to ensure a smooth transition back home into the community.

Goals

Enable time savings for clinicians by handling all of the coordination activities with patients, families and community-based organizations once the clinical assessment is complete.

Enhance coordination and communication by enabling all coordination updates to be centralized in a single platform and sending patients home with clear contact information for their service providers as well as next steps.

Reduce time spent as an ALC patient by enabling faster coordination of community-based services. 80% of home support services are coordinated within four hours of entry to the portal.

Enable better health outcomes for patients by reducing unnecessary time in hospital which could expose them to other illness or result in physical or mental decline.

Project Aims

The pilot project will measure:

DischargeHUB solution completeness and functionality: Ensuring staff feel the expected and important features are present within the system.

Staff satisfaction with DischargeHUB solution: Including satisfaction with usability of the solution and ease of use.

Efficiency and workflows for discharge to home process: Including staff workload, discharge coordination tasks and time to complete discharge coordination tasks.



Progress Towards Goals

More than 200 patient discharges have been coordinated through DischargeHUB at the Health Sciences Centre and St. Clare's Mercy Hospital in St. John's from February to September 2024. This early progress has potential significance because it demonstrates the service allowed for 200 patients to be discharged more efficiently, resulting in less time spent in hospital, more coordinated care, and less stress on patients and families.



Activities

This digital solution was co-built with innovation partners in the fall of 2021. Implementation of DischargeHUB started in May 2023 and will be completed over the following three phases in 18 months:

- **Phase 1: May – Dec 2023: Co-Design and Development** during which workshops were held and the portal was designed and built with input from key clinicians, patient and family advocates, administrators and leadership.
- **Phase 2: Jan – Jul 2024: Pilot Deployment and Operations** during which clinicians were onboarded to the platform and began using it to coordinate discharges.
- **Phase 3: Aug – Oct 2024: Pilot Evaluation and Analysis** currently underway to evaluate the pilot program's effectiveness.

Note: An interim survey was conducted in May 2024 indicating positive early results and the operations period has been extended to October 31, 2024 at both locations.

“ The speed at which home care is arranged is far quicker than the previous method. It also allows more time for me to work on my other clients' needs and/or offer greater quality care to the client. ”

- Social Worker, NL Health Services

Survey Results

How would you rate your satisfaction with the DischargeHUB Team?



79%
of DischargeHUB users are
"very satisfied" (5/5)

• 5 (Very Satisfied) • 4 • 3 • 2 • 1 (Not at all Satisfied)

Next Steps and Opportunities



NL Health Services is part of the Atlantic Edge of the CAN Health Network. The CAN Health Network is a national partnership comprised of leading Canadian health organizations, referred to as Edges, and companies across Canada. The network works together to introduce new solutions into the health-care system.

As part of this network, DischargeHUB is expanding to the Western Zone and will be launched at Western Memorial Regional Hospital in Corner Brook and Sir Thomas Roddick Hospital in Stephenville by November 2024.

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