

# Ready to Go Home Project

- National Disability Service in WA and the Department of Health WA have partnered on a three year project focussing on:
  - addressing delays to discharge for people with a disability and,
  - improving the hospital experience
- Funded through the Mainstream Capacity Building Grants program within the Information Linkages and Capacity Building Stream of the National Disability Insurance Scheme (NDIS)
- Focused on improving the interface between health and disability (community) services, involving lived experience to inform all project activities and co-designing service improvements



Australian Government  
Department of Social Services



# Current Project Activities



## Hospital based pilots with:

- **Rockingham Hospital (including Mimidi Park Mental Health)**
  - To improve the disability/health interface with disability (community) services over the next 6 months
  - [Project Officer EOI has been advertised](#)
- **Bentley Mental Health**
  - In partnership with Mental Health Commission, focusing on;  
Patient journey mapping (from clinician perspective) – [workshop scheduled for 10<sup>th</sup> August](#)  
Discharge planning process (for People with Disability (PWD), including psychosocial)
- **Albany Hospital (WACHS)**
  - Focus on hospital to housing in regional community
  - [Met with WACHS, proposed project plan developed](#)
  - [Proposed stage 1 – environmental scan of housing and living options](#)

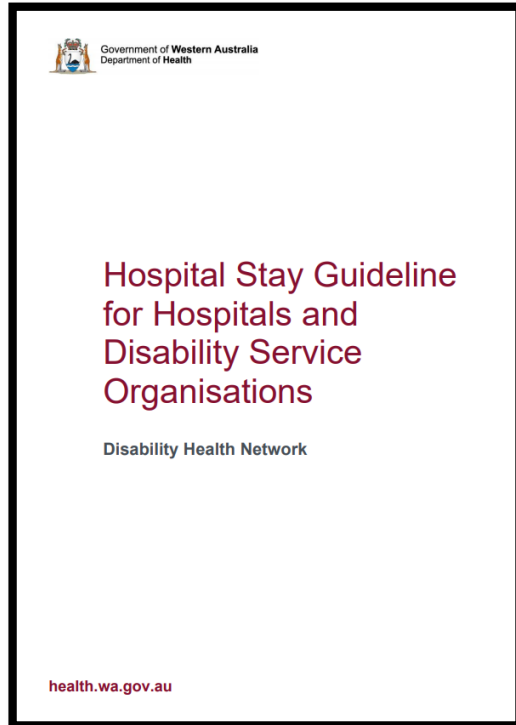
# DSO – Stakeholder Dialogue

- Hosted a hospital and disability interface dialogue on the 25<sup>th</sup> March attended by 45 people from 37 different organisations
- Dialogue explored the challenges and solutions to effective discharge.
- Discharge Planning
  - Poor discharge planning and lack of lead time for safe discharge
  - Sudden discharge without consultation with provider
  - Timeliness of DSOs and Support Coordinators being available to facilitate discharge
  - Not enough time to plan, particularly around expectations in level of medical care required, behaviour support plans psychosocial supports, recruitment and training
- Communication, Education and Information
  - Poor communication with patients
  - Poor communication with providers
  - Lack of information including accessible information
  - Handovers that lack detail



Disability Service  
Organisations  
(including housing)

# Hospital stay guideline



- Over the next 6 months the project will collaborate with the Disability Health Network (Clinical lead Stephanie Coates) to review the Hospital Stay Guideline for Hospitals and Disability Service Organisations
- Proposed launch and implementation date 3<sup>rd</sup> December 2021 International Day of People with Disability

# About the Hospital Stay Guidelines

- Best practice approach for disability service organisations and hospitals when managing the hospital experience of individuals with disability
- Better engagement and planning when an individual with disability is:



## [Hospital Stay Guideline for Hospitals and Disability Service Organisations \(health.wa.gov.au\)](http://health.wa.gov.au)

- Published in 2016
- Developed through collaboration with HSP's and DSO's
- Outlines DSO roles & responsibilities
- Outlines Hospital staff roles & responsibilities
- In process of being revised.
- Ready to Go Home Project team working with DSO's and DDWA to write Part 1 (For PwD, their Carers and Support persons – both formal & informal)
- Meagan White (FSFHG NDIS Linkage Team Clinical Project Lead) seconded to write Part 2 (For Hospital Staff)



Government of Western Australia  
Department of Health

### Disability Health Network Hospital Stay Guidelines

#### Why a Guideline?



To improve health outcomes for people with disability...

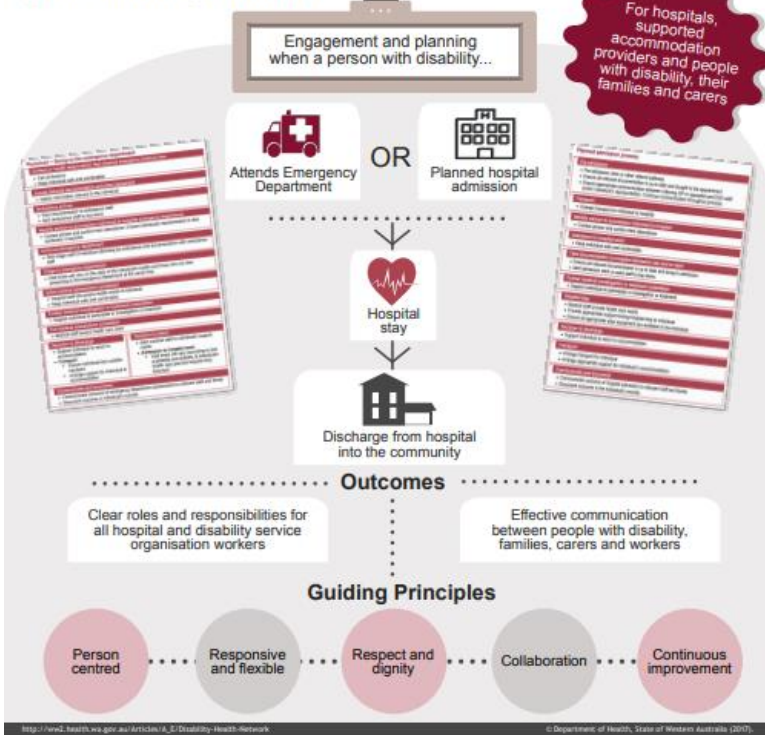


...hospitals and Disability Service Organisations need to work in partnership...



...based on a quality approach with built in safeguards.

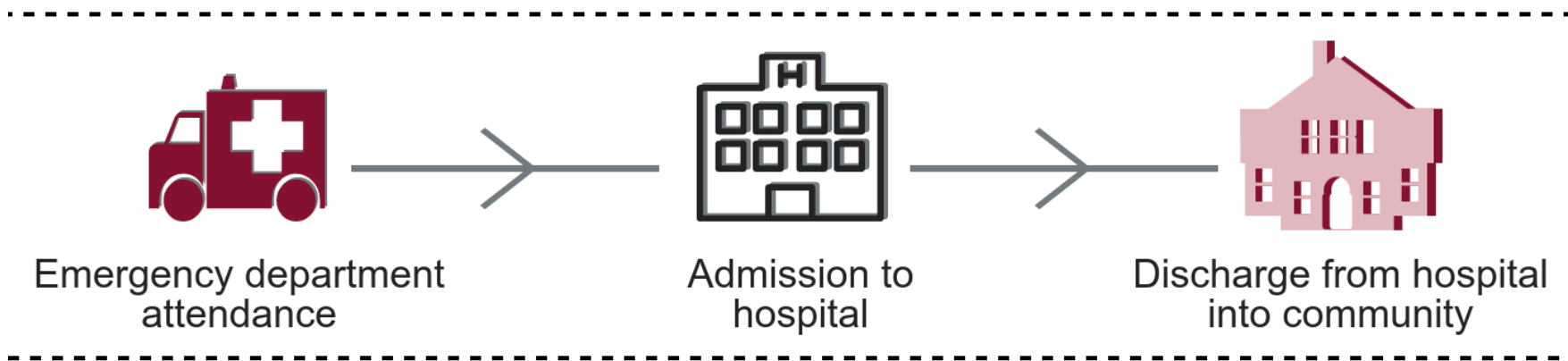
#### What is the Guideline?



# Part 1 – Patients and supports (carers, families and disability service organisations)

Factors for consideration:

- Who is this for?
- Health partnerships
- Hospital environment
- Health planning in advance
- Consent and decision making
- Communication







# Part 1 – Patients and supports (carers, families and disability service organisations)

## Planned admission process

<ul style="list-style-type: none"> <li>• Pre admission clinic or other referral pathway</li> <li>• Ensure all relevant documentation is up to date and brought to the appointment</li> <li>• Ensure appropriate communication between referring GP or specialist and DSO staff and/or individual's representative. Continue communication throughout process.</li> </ul>
<ul style="list-style-type: none"> <li>• Arrange transport for individual to hospital.</li> </ul>
<ul style="list-style-type: none"> <li>• Contact person and confirm their attendance.</li> </ul>
<ul style="list-style-type: none"> <li>• Keep individual safe and comfortable.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure all relevant documentation is up to date and bring to admission</li> <li>• Alert admission clerk or ward staff to key items.</li> </ul>
<ul style="list-style-type: none"> <li>• Support individual to participate in investigation or treatment.</li> </ul>
<ul style="list-style-type: none"> <li>• Medical staff provide health care needs</li> <li>• Provide appropriate support during hospital stay to individual</li> <li>• Ensure all appropriate aids/ equipment are available to the individual.</li> </ul>
<ul style="list-style-type: none"> <li>• Support individual to return to accommodation.</li> </ul>
<ul style="list-style-type: none"> <li>• Arrange transport for individual</li> <li>• Arrange appropriate support for individual in accommodation.</li> </ul>
<ul style="list-style-type: none"> <li>• Communicate outcome of hospital admission to relevant staff and family</li> <li>• Document outcome in the individual's records.</li> </ul>



Source: <https://topflightapps.com/ideas/patient-journey-mapping/>



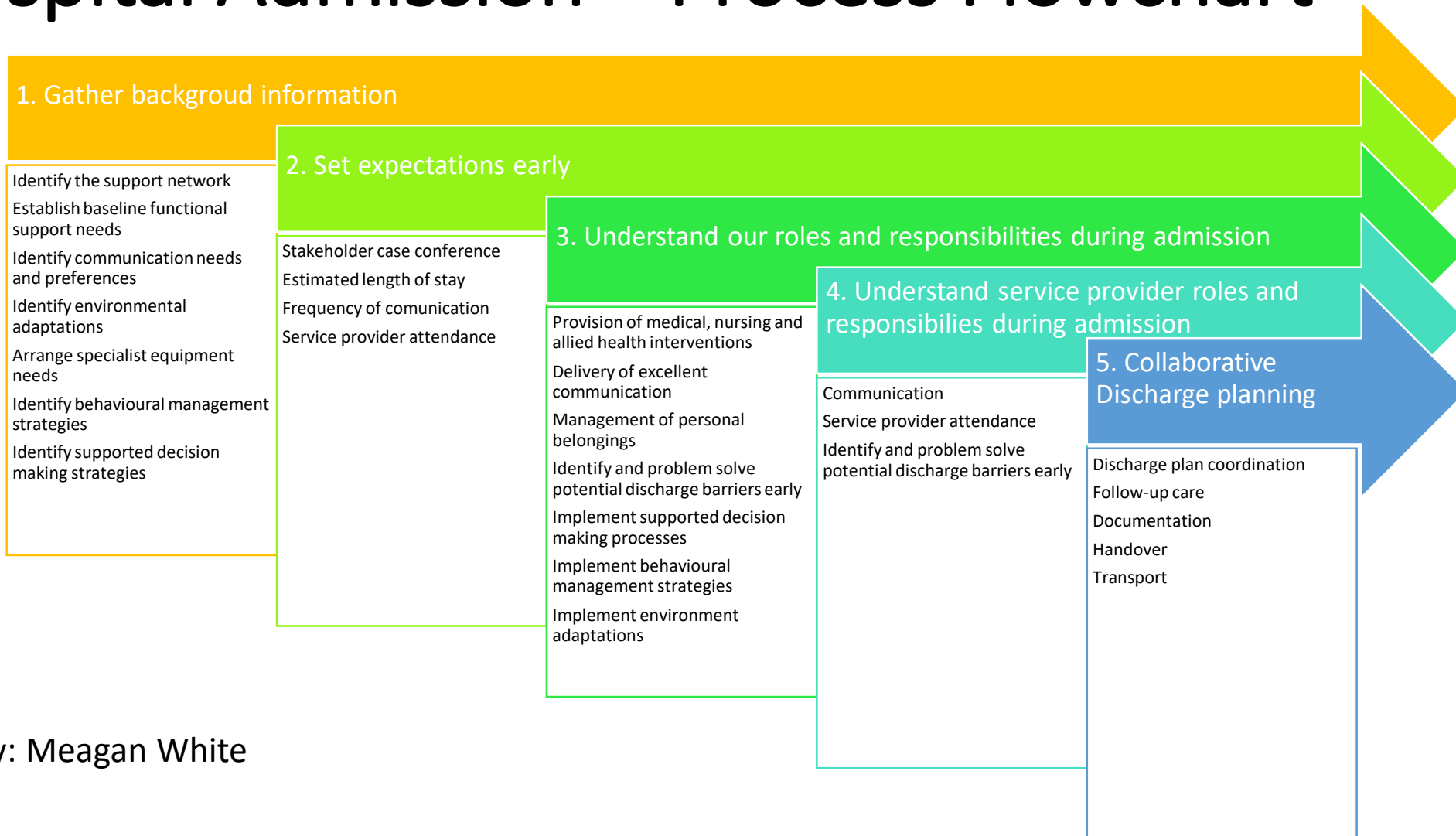
# HSG – Part 2 : For Hospital Staff

Aim:

- To guide and support hospital staff to provide best practice for PwD
- To have clinically useful resources / handouts / tools for hospital staff embedded in the document



# Part 2: Supporting the Individual during their Hospital Admission – Process Flowchart



Written by: Meagan White

# Discussion

