

Hospital to Home a Discharge to Assess service

The image displays three overlapping screenshots of the 'Hospital to Home' software interface. The top-left screenshot shows the 'Update Discharge' page for a patient named 'SMITH, Fred (08/03/87)'. The top-right screenshot shows the 'Register New Discharge' page with summary statistics: 2 Upcoming EDOs, 0 Delays, 2 Not allocated to a case manager, 0 Active cases not recently updated, 3 Does not meet criteria to create, 2 At discretion awaiting final assessment, and 0 Awaiting final assessment 1 day. The bottom screenshot shows a mobile view of the 'Register New Discharge' page with a table of 'Upcoming EDOs' and a 'Delays' table.

	P1	P2	P3	EOL
Today	2	1	0	0
Tomorrow	0	3	0	0
Up to a week	2	7	0	0

	P1	P2	P3	EOL
< 1 day	2	1	0	0
1 - 2 days	1	1	0	0
3 or more days	2	2	2	0

Pathway	Name	Location	EDD	Status
P2	ROBERTSON, Dylan (05/04/88)	Discharge Origin	20/09/21	Awaiting Pathway Decision Assessment
P1	JONES, Sarah (05/04/81)	Discharge Origin	23/09/21	Abandoned
P2	MAHNE, Max (08/09/21)	Discharge Origin	26/09/21	Discharge Planning in Progress
P2	HUTSON, Jenny (07/02/85)	Discharge Origin	25/09/21	Discharge Planning in Progress
P2	HEAL, David (04/03/22)	Discharge Origin	08/09/21	Discharge Planning in Progress
	STEWART, Colin (05/05/55)	Discharge Origin	12/07/21	Awaiting Pathway Decision Assessment

Name	Location	EDD	Status
COOPER, Mary (07/11/83)	Discharge Origin	25/06/21	Awaiting Pathway Decision Assessment
JONES, Frank (01/02/38)	Discharge Origin	25/06/21	Awaiting Pathway Decision Assessment
ROBERTSON, Dylan (05/04/88)	Discharge Origin	05/06/21	Awaiting Pathway Decision Assessment
STEWART, Colin (05/05/55)	Discharge Origin	12/07/21	Awaiting Pathway Decision Assessment

A case study



A single source of truth for the Discharge to Assess Pathway (D2A)

D2A presents an information-sharing challenge for Local Authorities and NHS Trusts, to ensure the safe, efficient discharge from hospital of vulnerable people, when they're medically well enough to leave hospital. The process requires a multi-agency approach involving hospitals (ward staff, doctors, discharge teams, pharmacy services), CCGs, adult social care teams, local authorities, transport providers, domiciliary care providers and others.

The updated D2A model introduced in March 2020 aimed to streamline hospital discharges in light of Covid-19. Teams across the country have been using spreadsheets, email and the telephone to exchange information on a daily (sometimes hourly) basis.

The need to solve the D2A challenge and provide a cloud service, supplier agnostic, that would securely digitise this information sharing formed part of the NHS Digital 2020 Social Care Digital Innovation Accelerator (SCDIA) program. The SCDIA focusses on solving problems experienced by Local Authorities, community and primary care, and to develop real working solutions that can be scaled across local government and the wider public sector.

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Maldaba have been excellent to work with on this project. They were highly professional, with a good understanding of the requirements and scope, ensuring all stakeholders views and processes were taken into consideration. This was achieved through Maldaba's commitment to collaborative working with regular meetings, workshops and communications with all stakeholders.”

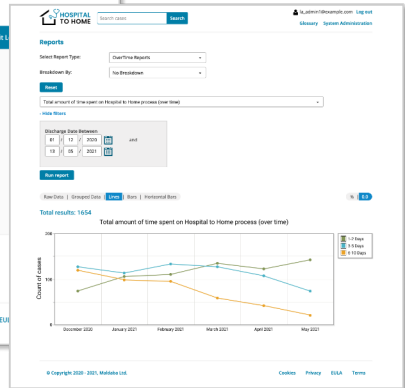
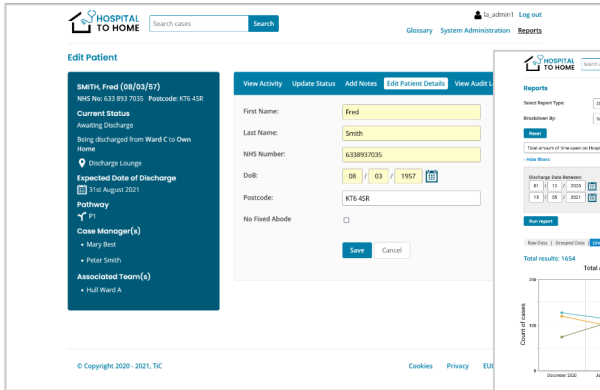


Jackie Harris, Project Manager
Digital Adult Social Care, NHS Digital



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Improving discharge arrangements from hospital to home is a complex challenge, involving multiple stakeholders in different parts of the health and care system. Maldaba worked collaboratively and flexibly throughout to support the five co-funding councils and their local health and care partners in developing the Hospital to Home system. Maldaba’s adaptability, clear communication and understanding of user needs and pressures were all critical to making rapid progress amid changing hospital discharge guidance and the pandemic. Their ability and commitment to deliver a viable product meeting the diverse needs of multiple localities in these circumstances was impressive.”



Edmund Willis, Care and Health Improvement Programme
 Local Government Association

Following an open competition, Maldaba was chosen by CC2i (the platform that runs the SCDIA) and the Local Government Association (LGA) as the technical partner to co-produce a solution. Maldaba worked with five Local Authorities and their delivery partners across health, care and transport to co-design and deliver Hospital to Home (H2H), holding online workshops attended by up to 70 staff.



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H2H offers case management, tracking and reporting features, allowing users from multiple organisations to create, update and monitor D2A cases across multiple pathways on an open, human driven platform. H2H supports the D2A process from the point at which a person is identified on the ward as requiring support on discharge, through to the point that the person receives an assessment on their longer term needs within a community setting.



North Lincolnshire Council



Administrative savings

£72k



Efficiency savings

£85k



Released bed capacity savings

circa £250k



Our experience has been one of real collaboration throughout the project, design through to development and implementation, which included work in relation to information governance and cyber security. Maldaba were keen to ensure that the technical system delivered what we needed to support and transform the way we worked across health and social care, regular meetings were held to ensure there was a good understanding of the issues we faced and how the digital solution could help. They have flexed and adapted the digital solution as issues or staff suggestions for additional functionality came up. Throughout the project Maldaba actively ensured we were engaged, listened and acted on our feedback and delivered against expectations, delivering a product that staff are using, and think is a fabulous solution that has transformed the way they work. Maldaba have been a real pleasure to work with in a truly collaborative way.”



Wendy Lawtey, Head of Adult Social Care & Performance
North Lincolnshire Council

To find out more, and to talk to us about how Maldaba can help you or your organisation get the most out of technology, contact us for a chat:

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