

Strengthening communications during patient discharge processes: Improving patient experienced quality of care and patient safety

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Aim:

The overall aim of this research programme is, with key stakeholders (hospital staff and patients/carers,) to co-design strategies and implement solutions to strengthen communications during patient discharge from Galway University Hospitals (GUH).

Objectives:

To capture a range of key stakeholder experiences (patients and staff) of current discharge processes with a specific focus on communication; unpack key stakeholder experiences to enable the co-design of appropriate, feasible and sustainable solutions; co-design strategies to implement, monitor and evaluate quality communication during discharge processes and, to implement and evaluate the code signed solutions.

Study design/methods: This qualitative study uses Experience-Based Co-Design (EBCD), a participatory design method primarily used as a healthcare quality improvement tool with a purposive sample of up to 15 hospital staff and patients/carers.

PPI:

Public Patient Involvement is embedded in this study from a starting point of identifying and prioritising the research questions with PPI contributors. In addition, we have patient and carer representation and input on our Advisory group and our monthly Project Working Group meetings. PPI is an integral component of the EBCD approach where service users and hospital staff work together to codesign solutions to problems they have identified and jointly prioritised.

Progress to date:

Phase one of data collection is underway with hospital staff and service users.

Knowledge Translation:

The EBCD research co-design approach will promote and create adaptations to the knowledge translation and dissemination plan as the project evolves. This requires a feasible, flexible, responsive and sustainable iKT initiative. Aligning activities within the frameworks and guidelines of the HSE facilitates the integration of findings into the planning and organisation of the health system with the potential to embed learning into transformative practices. The adapted HSE eight-stage KT planning framework (HSE Research and Development, 2021) will be used as a structure.