Improving Staff Satisfaction and Patient Flow in Elderly Care Department
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Learning Points
✓ Quality improvement processes can be beneficial in acknowledging staff dissatisfaction and helping to change culture in the Elderly Care department.
✓ Use of effective board rounds improves the number of patient discharged before midday and may improve length of inpatient stay.
✓ Board rounds give MDT members a clear format for task setting, taking responsibility and keeping focus on goals for good patient care.

Further Development as suggested by Staff in Elderly Care Department
- More input from adult social services & pharmacy in board rounds
- More leadership training with aim to focus on band 6+ nurses
- Less discussion on “medically fit for discharge” patients
- More understanding around clinical criteria for discharge
- Electronic smart-boards to aid documentation

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