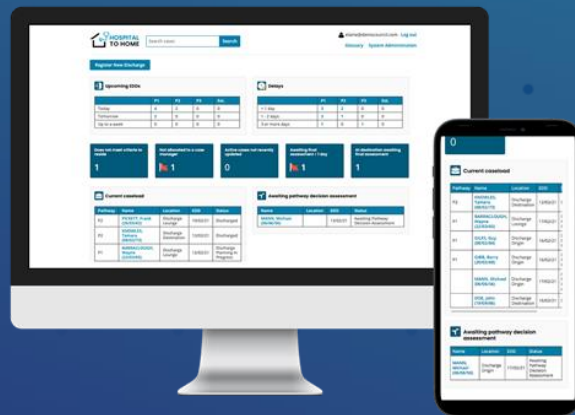


Digitally enabling Discharge to Assess (D2A)

A solution that delivers up to
10:1 return on investment within
12 months of implementation.



Channel 3
CONSULTING



25%

Reduction of
administration

£24.68

Local authority administration
saving per D2A



£200

Saving of acute bed
provision per D2A

1

Bed night saved
every 2 D2As



Executive Summary

Every local health and care system is experiencing the operational challenges associated with effectively managing the **flow of patients from hospital to home** through supported discharge pathways. The negative impacts this can have on patient safety, care outcomes, hospital flow, elective backlogs and operational costs are significant.

Channel 3 Consulting and **Hospital to Home (H2H)** have joined forces to specifically address this challenge through a people first approach to deploying the H2H digital solution.

The H2H digital solution, co-produced with the sector and backed by NHSD and the LGA, provides a single platform to capture, update, track and report on a person's journey through D2A.

Channel 3's specialist people first approach ensures the digital solution is configured to meet the needs of local systems and becomes embedded in new ways of working, delivering the anticipated benefits in a sustainable way.



Operational challenges within D2A

The process of managing the flow of people from acute trusts to home or community settings is inherently complex due to the number of different stakeholders involved. The key challenges include:

- **Demand:** no visibility of people waiting to come into D2A from acute wards.
- **Tracking:** no ability to track the workflow of people through D2A to make sure they are moving through effectively.
- **Single version of the truth:** each stakeholder is often using their own systems, resulting in inconsistent data capture and no single version of the truth.
- **Discharge planning:** inability for providers (e.g. transport, care homes, dom care) to proactively plan for timely discharge.
- **Communication:** fragmented, manual, inefficient and reactive communications between stakeholders.
- **Performance and governance:** difficult to decipher the root cause of performance issues like extended length of stay (LoS) due to poor data quality and trust.

These challenges have the following impacts:

- Increased operational costs
- Reduced system flow / increased LoS
- Poorer people outcomes (care and safety)
- Reduced levels of trust and increased blame culture
- Increased workforce stress and reduced wellbeing

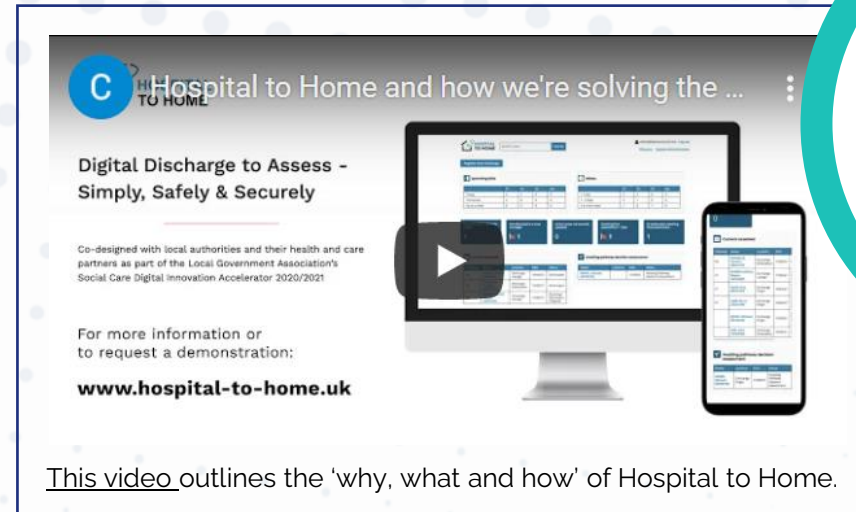


The solution – Hospital to Home

Channel 3 and Hospital to Home have come together to take a people first approach to embedding the H2H digital solution.

The solution provides a single platform to capture, update, track and report on a person's journey through D2A from the point at which a patient is referred for supported discharge, to the point that the patient receives an assessment of their longer term needs within the community setting.

H2H joins a person's discharge from acute to social care for people being discharged, in a manner that simply is not possible currently. All stakeholders can securely log in from anywhere and see or update patient information in real-time. H2H offers D2A pathway management and reporting that would otherwise take hours of data wrangling.



Taking a people first approach

Channel 3 and Hospital to Home understand that digital interventions must start with understanding needs, before supporting people through the change journey, building confidence to embed new ways of working. In short, they must be 'people led' not 'technology led'.

Channel 3's people first approach to digital transformation includes the following:

- Engaging frontline staff to understand the challenges they currently face and the impact they have on outcomes.
- Gaining staff buy-in through the co-design and configuration of the digital solution to meet local needs.
- Ongoing communications and engagement across all stakeholders.
- Training and capability development to shape new ways of working and build staff confidence.
- Ongoing frontline support throughout implementation to embed and sustain new ways of working (e.g. daily huddles, peer-to-peer reflection/challenge, safe learning spaces).
- Skills transfer through working in blended teams and developing roles like digital champions.
- Capturing and promoting positive impact stories.
- Establishing performance measures and reporting to evidence impact and drive continuous learning.



Let's work together

Channel 3's collaborative approach brings together the clinical, business and technical expertise needed to help you deliver change and realise the benefits of your digital investments.

If you would like to know more about the opportunity to digitally enable D2A then please contact us to discover more.



www.channel3consulting.co.uk



Ralph Cook

Ralph has over 20 years' experience helping organisations design and deliver complex transformation in health, social care and the wider public sector.



Learn more about Ralph



Email Ralph



Stuart Lindsay

Stuart specialises in delivering whole-system transformational change by embedding enablers to independence such as technology-enabled care and system performance improvement.



Learn more about Stuart



Email Stuart

