



**Healthy London  
Partnership**

## Day of Care Survey

Methodology published : *Identifying reasons for delays in acute hospitals using the day of care survey method.*

*Clinical Medicine. 2015; 15(2) 117-120 Reid, E., King, A., Mathieson, A., Woodcock, T & Watkin, S*

<http://www.qihub.scot.nhs.uk/quality-and-efficiency/whole-system-patient-flow/day-of-care-survey.aspx>

Dr Simon Watkin and Lynne Mann



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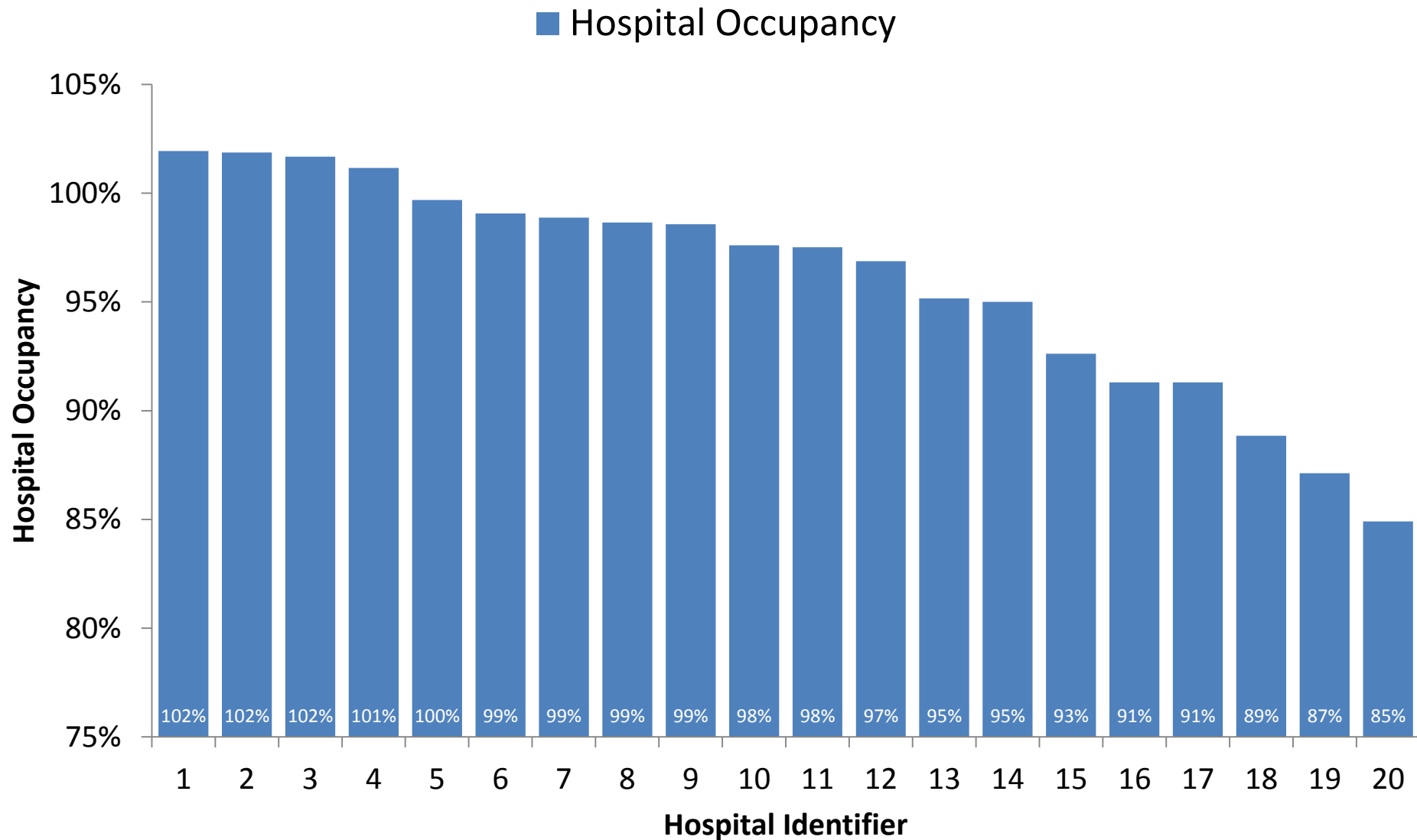
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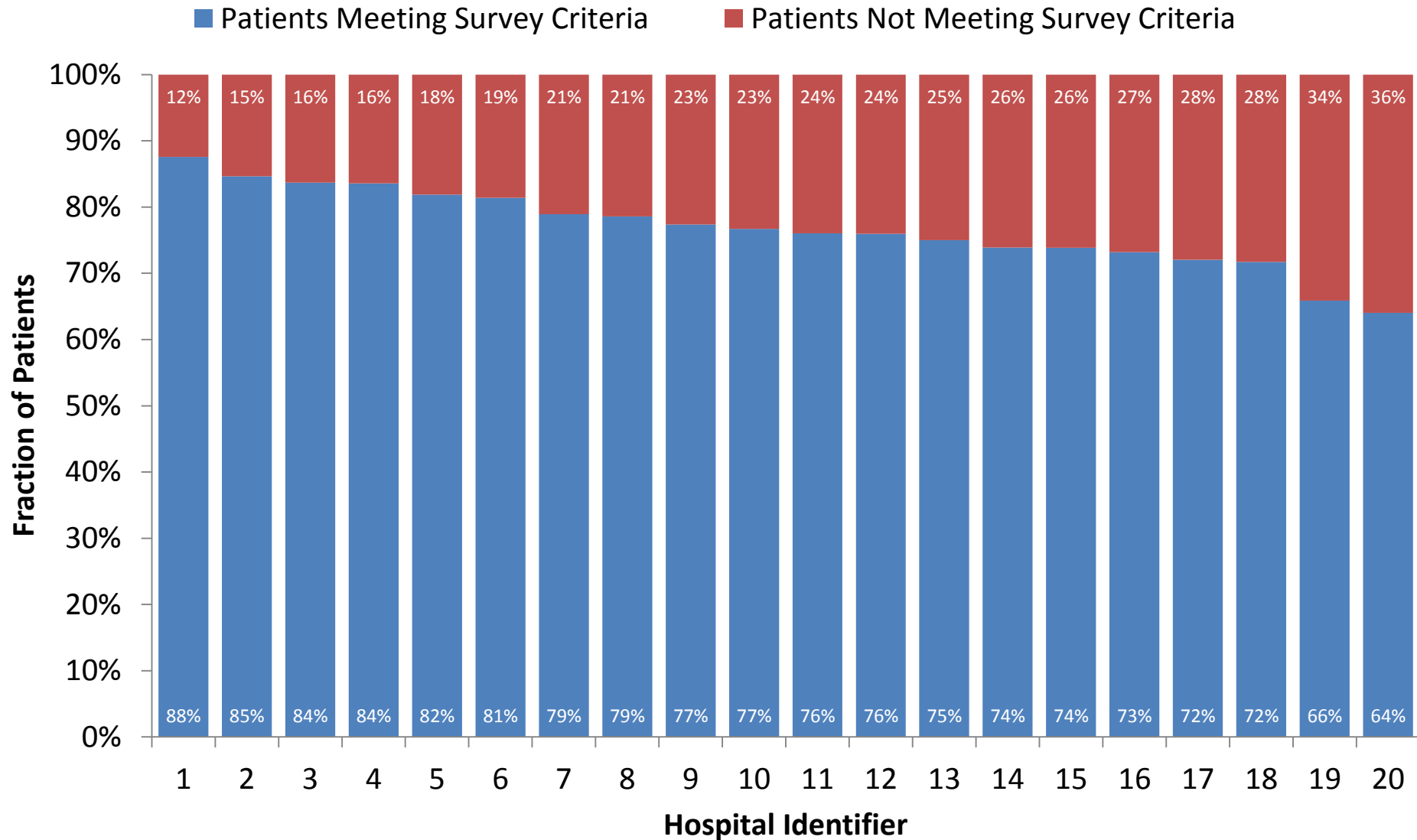
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**MAYOR OF LONDON**

- 1 Acute or ongoing deterioration in conscious level
- 2 Acute or ongoing new confusion
- 3 Acute neurological deficit, including stroke within 72 hours
- 4 Acute coronary syndrome confirmed or suspected
- 5 Acute dysrhythmia with haemodynamic disturbance
- 6 Pulse rate <50 or >100
- 7 BP systolic <90
- 8 Phase IV hypertension
- 9 Active bleeding
- 10 Transfusion due to blood loss
- 11 Temperature <35° or >38°
- 12 Arterial pH <7.3 or pH >7.45
- 13 Na <123 or >150
- 14 K <2.5 or >6.0
- 15 Acute kidney injury
- 16 Post-operative ileus
- 17 Requires IV, IM or subcutaneous medication (that cannot be delivered at home/in the community)
- 18 Receiving treatment or new/experimental treatment requiring frequent dose adjustments or medical monitoring under direct medical supervision
- 19 Surgical procedure today that is not suitable for day case
- 20 Invasive procedure not suitable for day case (e.g. some interventional radiology, some guided biopsies, etc.)
- 21 Vital sign monitoring every hour or more frequently
- 22 Chemotherapy requiring constant supervision
- 23 Requires accurate input/output fluid balance measurement
- 24 Requires continuous oxygen, non-invasive ventilation or intensive nebuliser therapy that cannot be delivered at home
- 25 To establish complex nutritional support, including enteral feeding
- 26 Requires intravenous fluids (that cannot be delivered at home/in the community)
- 27 Immediate post-operative recovery phase from therapy/procedure covered in 19 and 20 (above), including need for complex dressings/wound drainage (that cannot be delivered in the community/at home)
- 28 Requires multiple investigations for urgent diagnosis

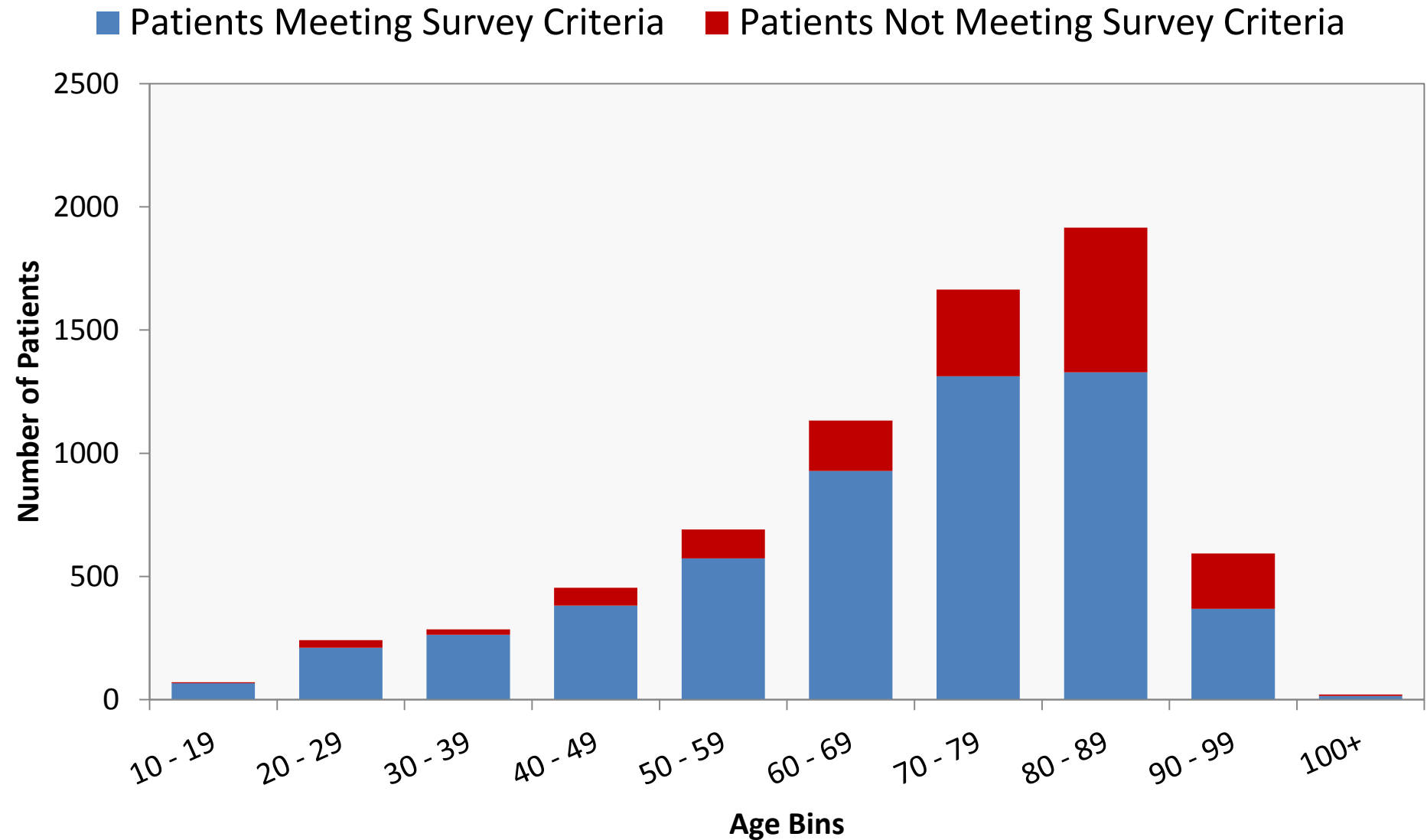
# Day of Care Survey Results for Scottish Acute Care Hospitals



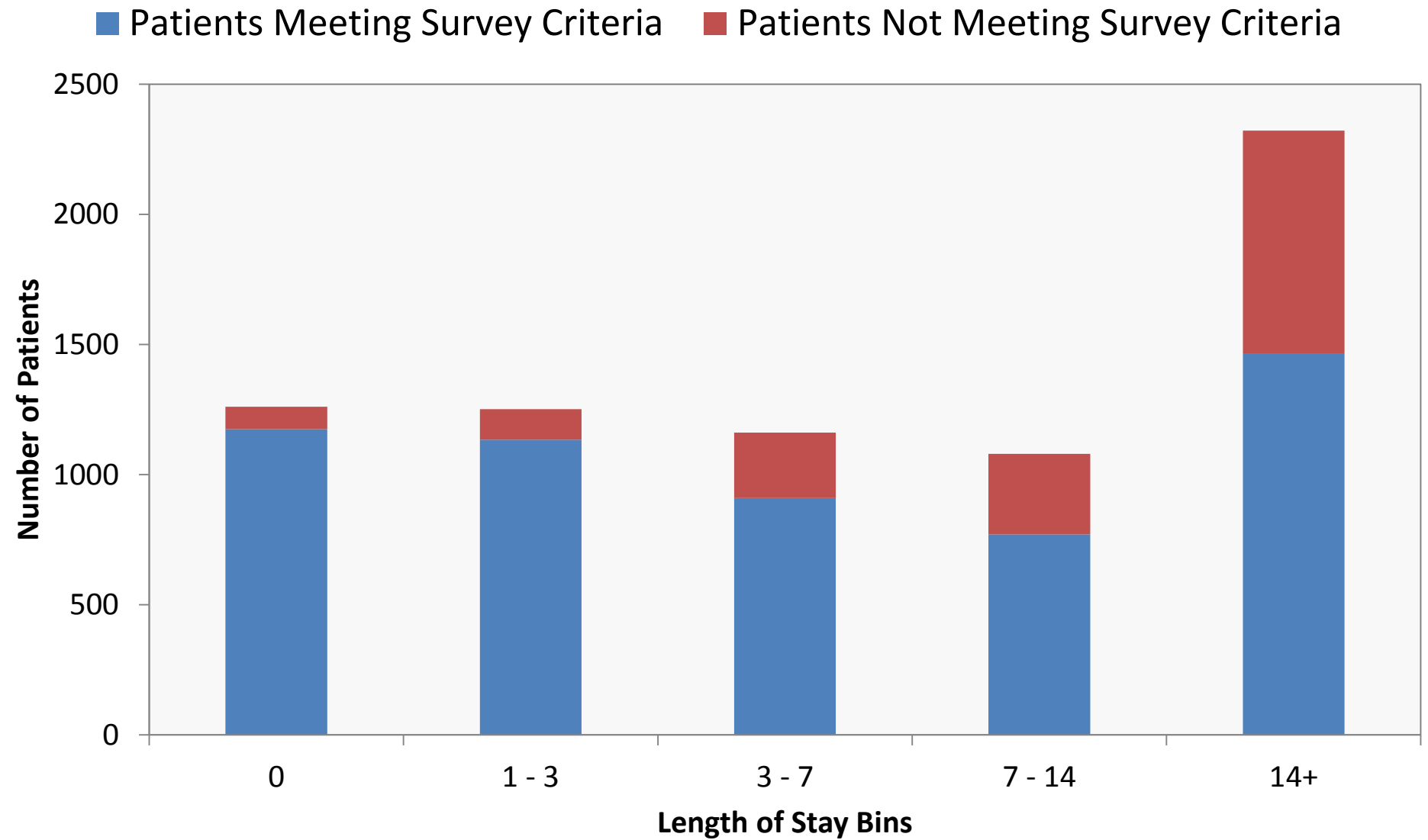
# Day of Care Survey Results for Scottish Acute Care Hospitals



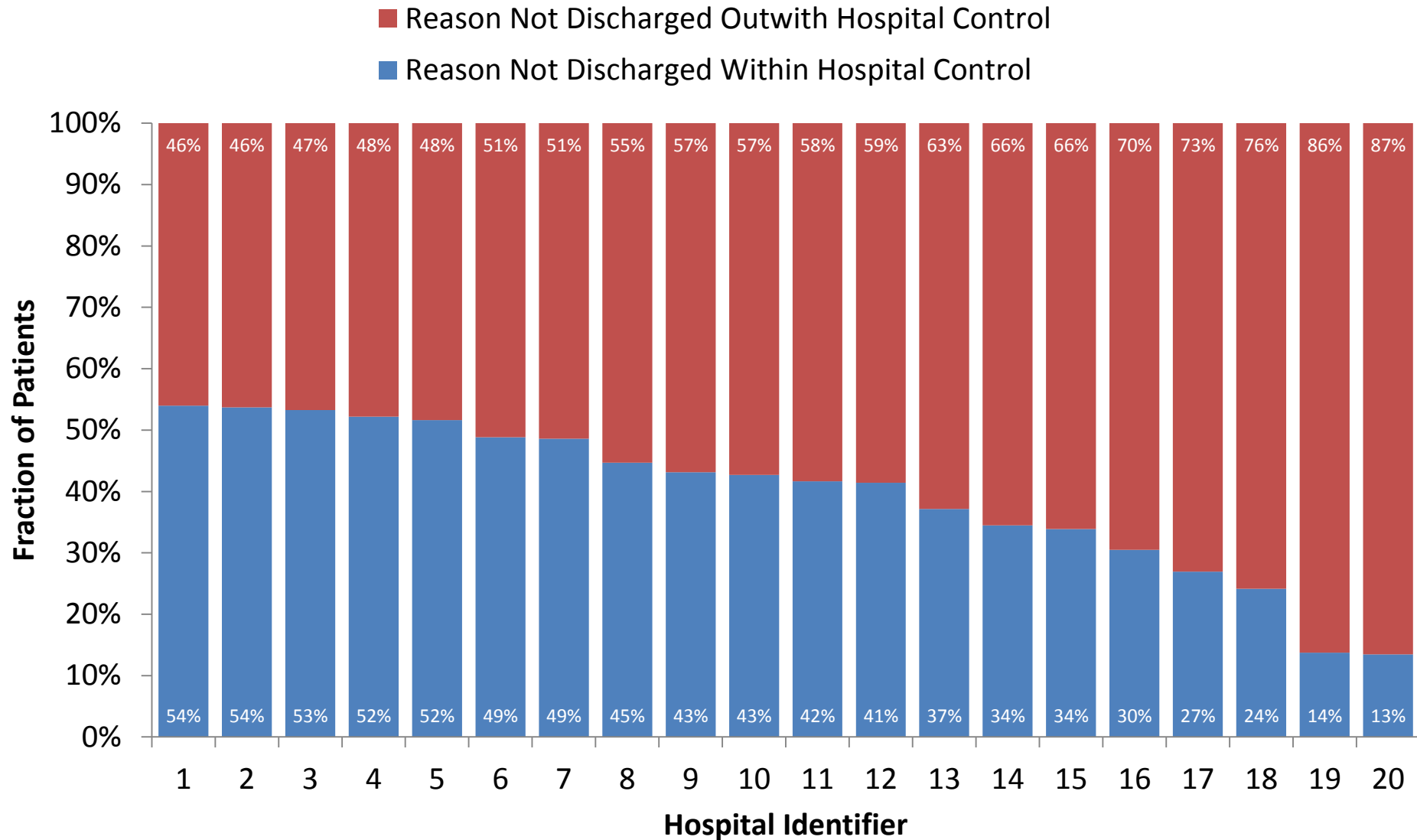
## Day of Care Survey Results for Scottish Acute Care Hospitals



## Day of Care Survey Results for Scottish Acute Care Hospitals

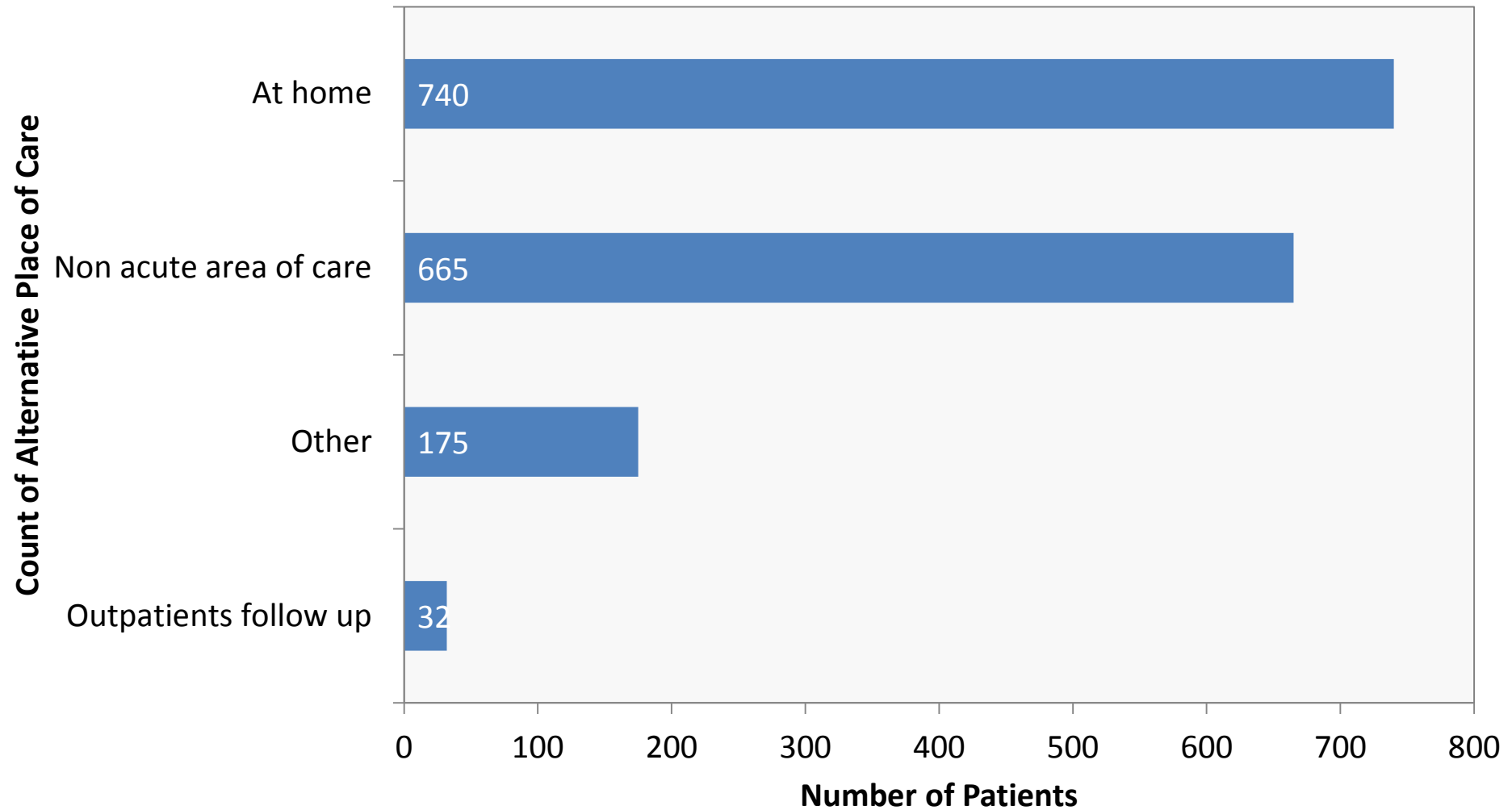


# Day of Care Survey Results for Scottish Acute Care Hospitals



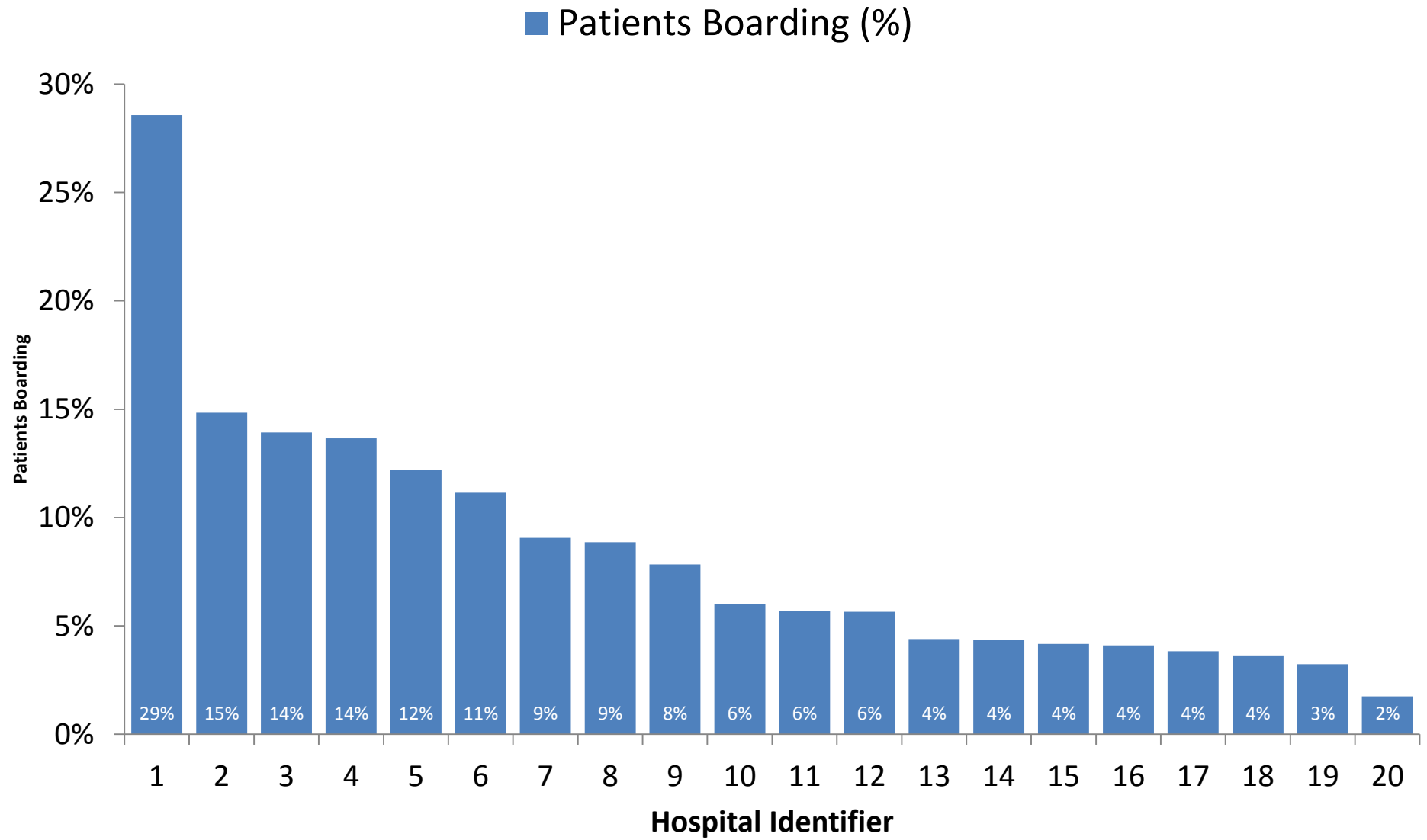
# Day of Care Survey Results for Scottish Acute Care Hospitals

■ Alternative Place of Care





# Day of Care Survey Results for Scottish Acute Care Hospitals



# London Day of Care Survey data

|  | London comparator (23 sites) |                   |
|--|------------------------------|-------------------|
| Number of beds surveys   | 9088                         |                   |
| Number of patients surveyed <sup>1</sup>                                     | 8157                         |                   |
| Bed occupancy (%)  | Median: 97%                  | Range: 82% - 117% |
| Outliers (%) <sup>2</sup>  | Median: 5%                   | Range: 0% - 16%   |
| Day of Care – criteria met (%) <sup>3</sup>                                  | Median: 74%                  | Range: 57% - 89%  |
| Day of Care – criteria not met (%) <sup>3</sup>                              | Median: 26%                  | Range: 11% - 43%  |
| Of those not met – within hospital control (%)                               | Median: 33%                  | Range: 11% - 54%  |
| Of those not met – whole system issue (%)                                    | Median: 60%                  | Range: 46% - 83%  |
| Of those not met – Home designated as most appropriate alternative place (%) | Median 53%                   | Range: 33% - 72%  |

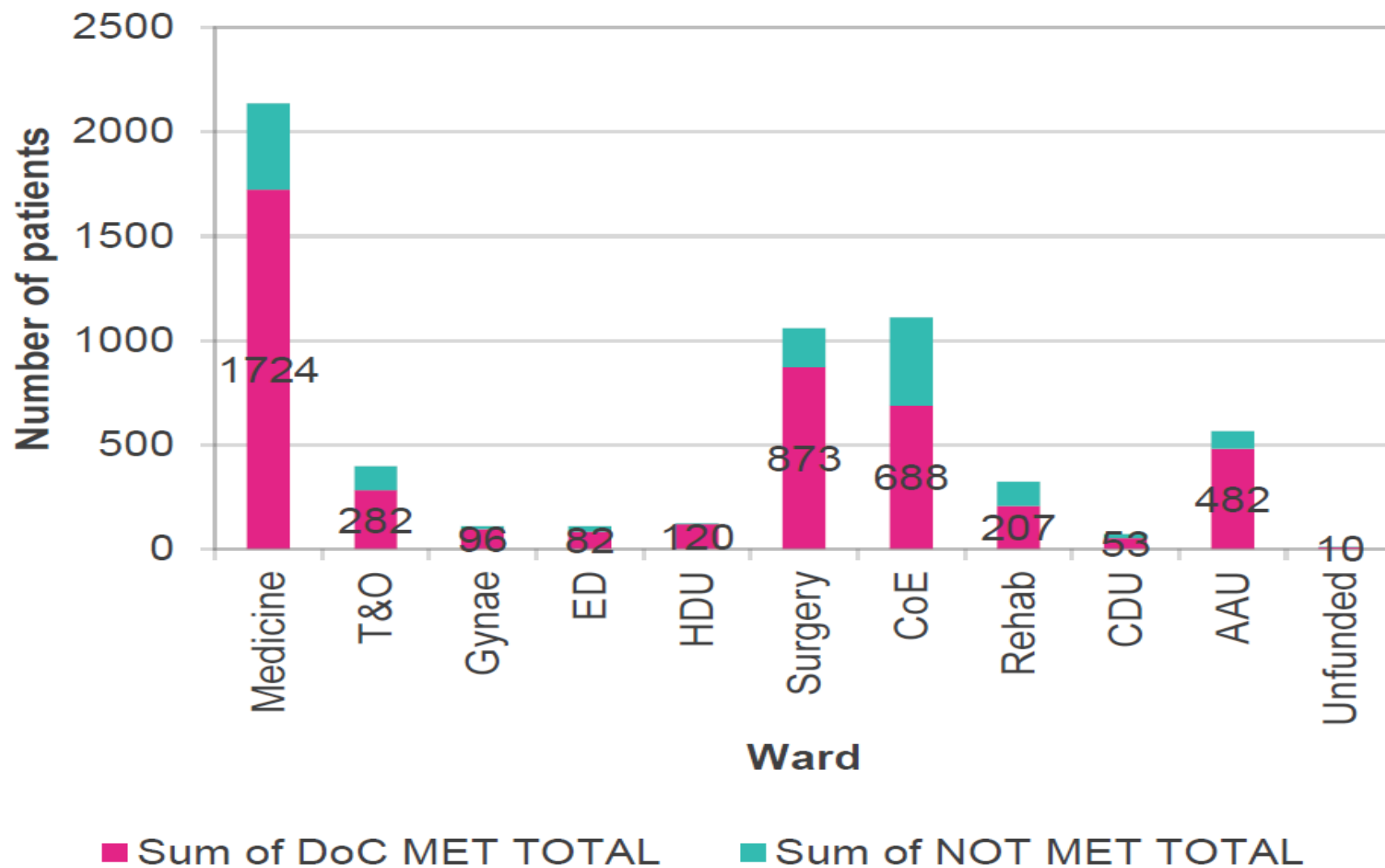
1 Total number of patients surveyed on the day of DOCS at site

2 Outliers are patients who are in a ward bed not related to their main specialty needs. This is the % of outliers out of the number of patients surveyed

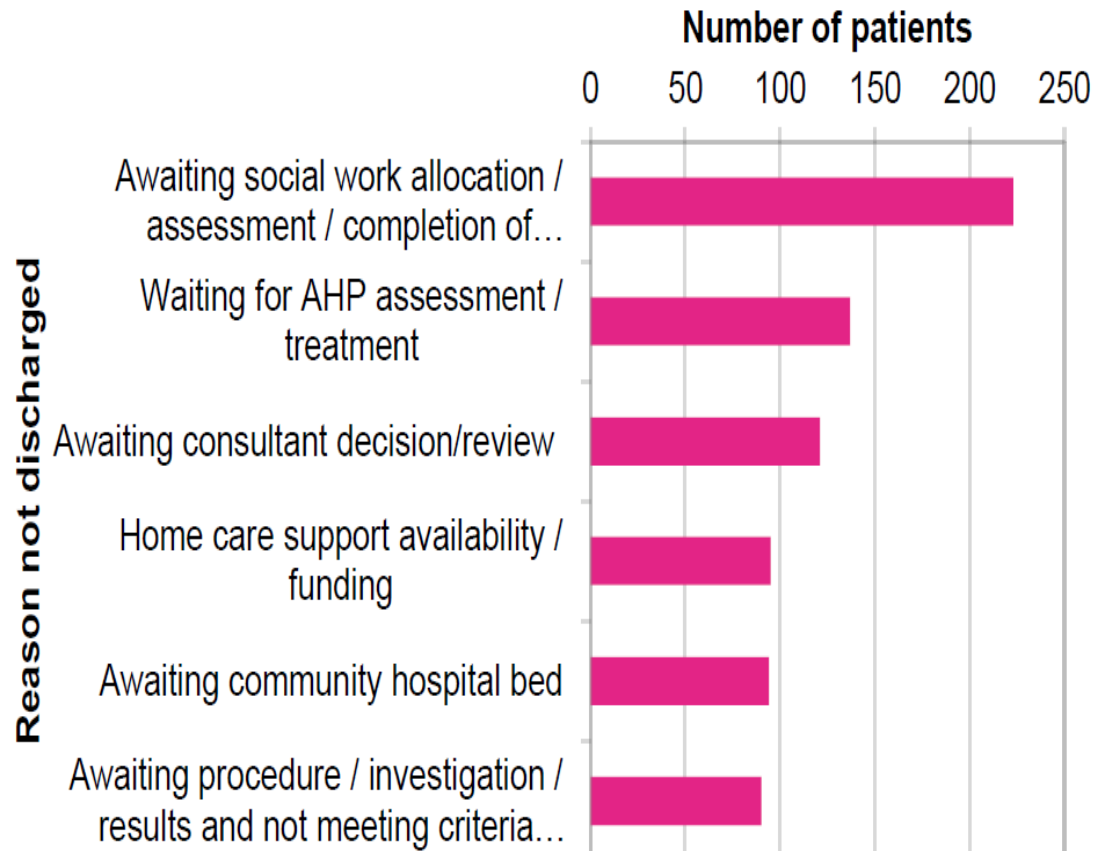
3 Excludes patients for discharge

4 NHS Improvement A&E performance data (unvalidated)

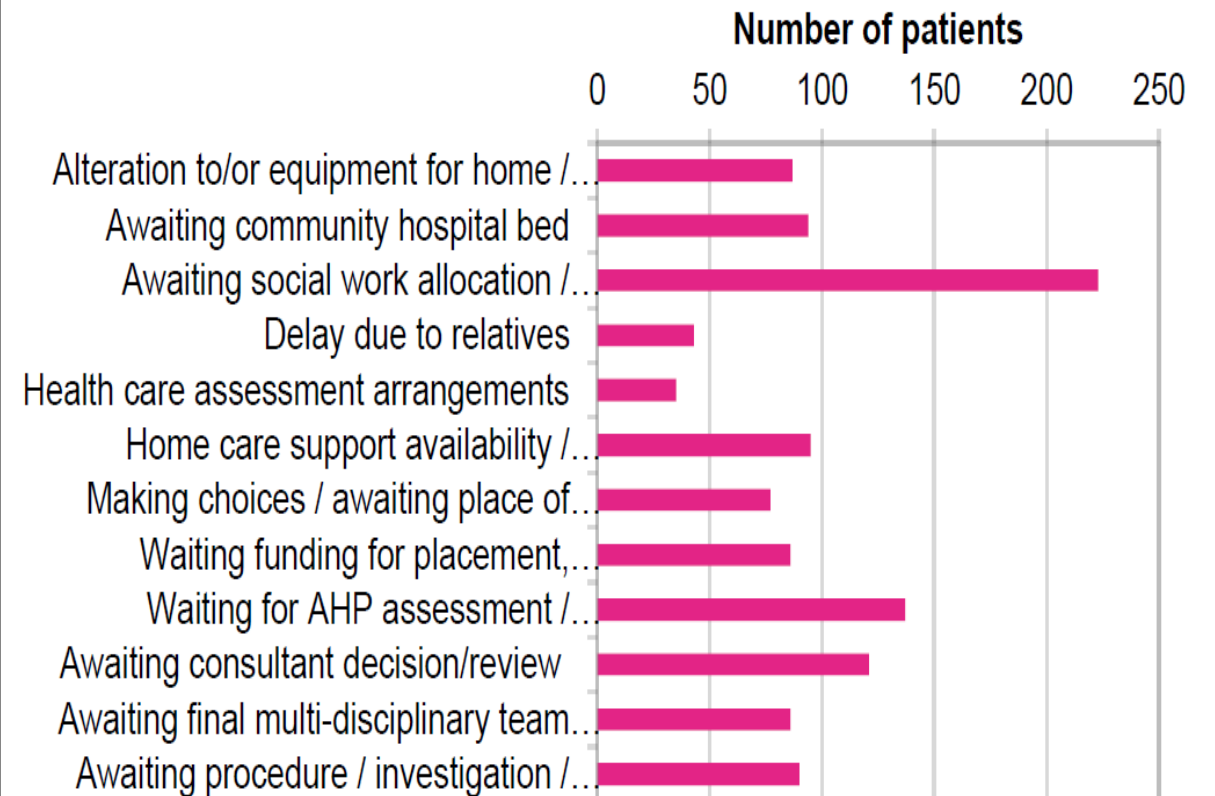
### DOCS criteria met and not met, by ward type



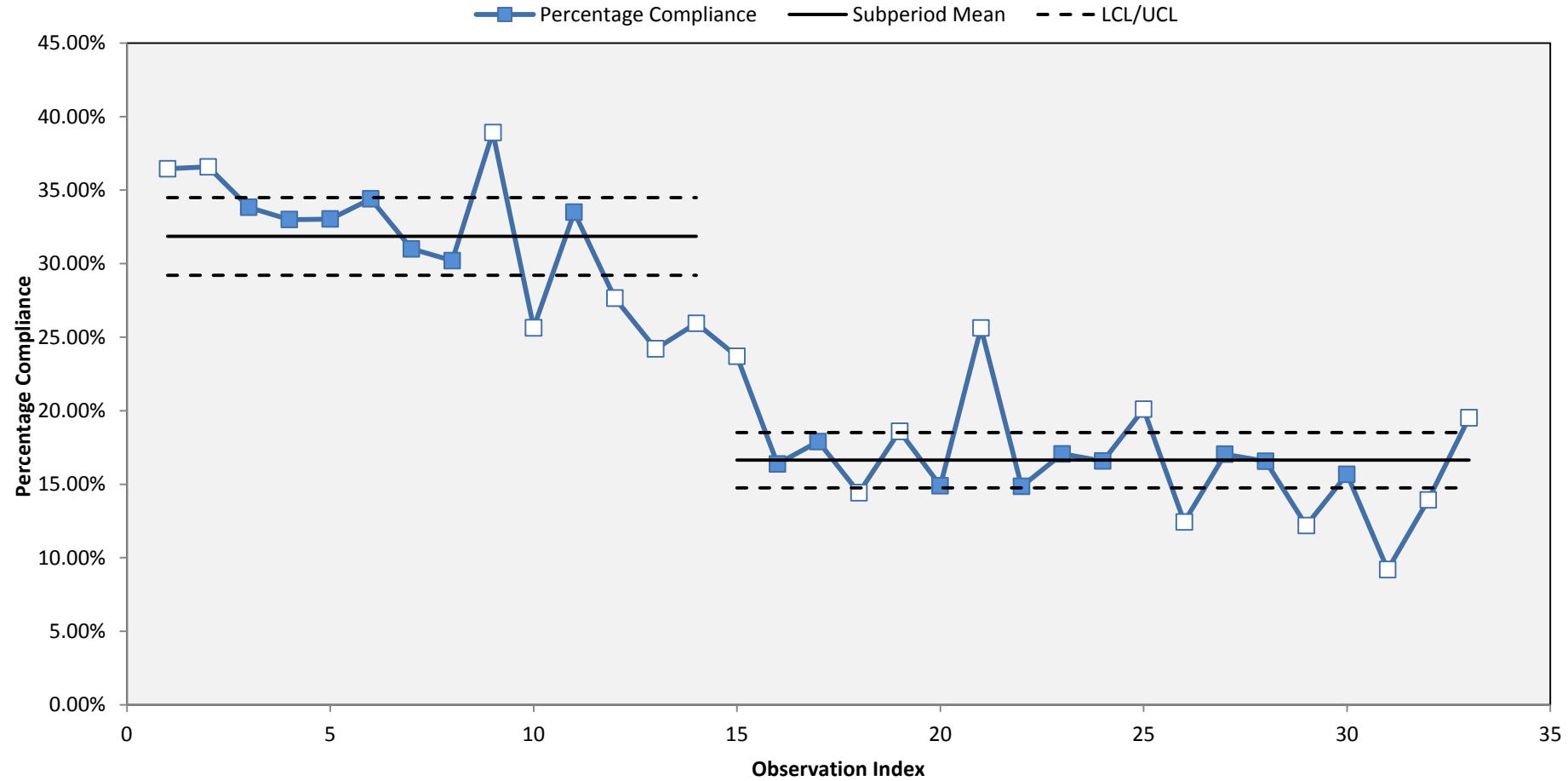
### Top 6: reason not discharged



### Reason not discharged within/outwith hospital control



# NHS Anytown Acute DoC compliance serial surveys



# Day of Care: Community Hospital: NHS Brigadoon

|                                 | Acute 2014 | Acute 2016                         | Community 2016                     |
|---------------------------------|------------|------------------------------------|------------------------------------|
| Bed Occupancy                   | 88.5%      | 89.9%                              | 93.9%                              |
| Number of beds (allocated)      | 279        | 297                                | 148                                |
| Number of patients              | 247        | 267                                | 139                                |
| Beds closed                     | 1          | 0                                  | 0                                  |
| Beds empty                      | 31         | 30                                 | 9                                  |
| Patients being discharged today | 24         | 17                                 | 6                                  |
| DoC criteria not met            | 58         | 54                                 | 64                                 |
| % DoC criteria not met          | 26.1%      | 21.6%                              | 48.1%                              |
| Clinical override used          | N/A        | 7 (5 appropriate, 2 inappropriate) | 3 (2 appropriate, 1 inappropriate) |

# What next?

- Extend community hospital survey coverage
- Regular surveys in individual Boards
- Single nationwide survey
- Mental Health criteria and survey
- Paediatric criteria and survey
- Data collection