

## PURPOSE

To facilitate and expedite discharge / transfers of appropriately selected patients from the designated areas to support efficient patient flow processes.

## STANDARD

1. The transfer of patients to the discharge lounge is a planned part of the patient's discharge or transfer to another facility only.
2. Patient must be confirmed for discharge with no assessments or reviews pending or if for transfer the receiving facility has confirmed acceptance.
3. Patient requiring final discharge education from pharmacist or specialist nurse for example Cardiac Nurse, Respiratory Nurse, Diabetes Nurse and HITH can be transferred to transit lounge.
4. The transit lounge (TL) should be utilised for all patients who meet the admission criteria and are not able to be discharged / transferred by 1100 hours up until one (1) hour prior to transition lounge closing time or later if negotiated with the transit team. Initial operation will be Monday to Friday excluding public holidays.
5. The patient remains under the care of the admitting team until physically discharged from the facility.
6. The TL is not to be used for acute inpatients or elective admissions.

## PATIENT CRITERIA FOR TRANSFER TO LOUNGE PENDING DISCHARGE / TRANSFER

1. Patients are transferred to the TL lounge if unable to be out of the ward/department by 1100 hours because they are awaiting transport or discharge documentation.
2. Patients who may require a final dose of medication before discharge e.g. intravenous antibiotics.
3. Able to attend to own cares with minimal assistance and able to walk with minimal assistance. This includes ability to walk to toilet facilities safely or able to summon nursing assistance. Those patients who require more assistance can be negotiated with transit team on a case by case basis.
4. Must have appropriate symptom control with only minimal nausea / pain as normally expected from their procedure / recovery.
5. Patients requiring complex procedures for example VAC woundcare may be accepted following negotiation with transit lounge registered nurse (RN) on a case by case basis.
6. All discharge documentation in progress including written instructions / information for the immediate and overnight period at home
7. It is preferable that referrals and follow up appointments are completed in ward prior to transfer to transit otherwise follow up appointments/referrals need to be identified and documented for transit team to action / arrange.
8. Transport arrangements made / in progress and family / whanāu notified of the patient's transfer into the lounge area.
9. Patients requiring Care delivery – observing patients Policy 7.104.1 Protocol 3 and cardiac transfers on telemetry, paediatric, mental health or maternity specialties are excluded.

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### REQUIREMENTS FOR LOUNGE

1. Comfortable arm / lazyboy chair with foot stool - whichever is appropriate
2. Three (3) beds are available.
3. Bedside / coffee table within easy reach
4. Jug of water and glass
5. Call bell is available
6. Medications - these will be accessed from Transit Lounge (TL) medication supplies if needed.
7. All other comfort needs such as: blanket, pillow, magazines, meals.
8. An assigned nurse - patient assistance can be provided by a Healthcare Assistant (HCA) or volunteer where appropriate
9. Patient details and chair space allocation in Trendcare.
10. Acuity of patient changed on Trendcare to reflect accurate status and staffing is according to patient acuity.

### PATIENT PROCESSES

Step	Task(s)	Responsibility
1	<ul style="list-style-type: none"> <li>• Hospital Discharge Summary Report form printed (TrendCare / Reports / Bed Management) showing predicted discharges for following day</li> <li>• On the day TL Registered Nurse (RN) contacts Clinical Nurse Manager (CNM) of discharging ward to confirm discharges (Ward CNM can also contact TL RN to inform of pending transfer)</li> </ul>	TL RN
2	<ul style="list-style-type: none"> <li>• Inform TL RN of inter-hospital transfers</li> </ul>	Duty Manager
3	<ul style="list-style-type: none"> <li>• Transfers are reviewed and scheduled</li> <li>• Orderlies contacted to transfer patient(s)</li> </ul>	TL RN
4	<ul style="list-style-type: none"> <li>• Update provided at Service Bed Management meeting of TL transfers</li> </ul>	Ward CNM
5	<p><b>Referring ward RNs:</b></p> <ul style="list-style-type: none"> <li>• All nursing documentation completed.</li> <li>• Prepare the patient's health record and belongings</li> </ul>	
6	<ul style="list-style-type: none"> <li>• Using SBARR and discharge section of A to D Planner provide bedside handover to TL RN (if RN required for transfer)</li> <li>• SBARR Phone handover if RN assistance not required</li> <li>• Complete transfer with Orderly assistance or transit team / volunteer will collect if available.</li> <li>• Notes to be collected from Clinical Unit Administrator (CUA)</li> </ul>	

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Step	Task(s)	Responsibility
7	<p><b>TL Nurse Responsibilities:</b></p> <ul style="list-style-type: none"> <li>On arrival to TL, transit team will contact family / whanau to inform of transfer, allocated parking available and confirm transport home.</li> <li>Ensures patient is in TrendCare and predicts acuity</li> <li>Re-confirms discharge plans with patient / family</li> <li>Informs House Officer (HO) of patient's location via text paging and specify tasks required for completion of discharge</li> <li>Report variances in TrendCare Shift Notes for evaluation purposes</li> <li>Ensures all entries into patient's health record are completed prior to patient discharged per normal processes</li> </ul>	TL RN
8	<p>Continues "pulling" patients into TL until:</p> <ul style="list-style-type: none"> <li>All spaces are full</li> <li>No more patients are confirmed for discharge</li> <li>1 hour prior to closing</li> </ul>	

#### ADMINISTRATION PROCESSES

Refer to flow chart [Appendix 1 Movement of Health Records for Transit Lounge](#)

#### ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 6.2.3 Patient Flow & Bed Utilisation
- Bay of Plenty District Health Board Integrated Operations Centre (IOC) service protocols

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Appendix 1 – Movement of Health Records for Transit Lounge (TL)

