



Improving patient flow through implementing Timed Action Plans for Patients (TAPPs)

Introduction

Timed Action Plans for Patients (TAPPs) is an intervention, developed and tested with a frontline team at Hull & East Yorkshire Hospitals, which:



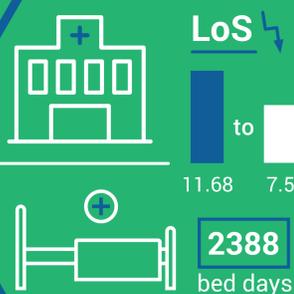
When patients get what they need, when they need it, they spend less time waiting and a measurable outcome for this is a reduction in length of stay. Through reducing delays, patients are less likely to come to harm, such as through acquiring a hospital acquired infection, or suffer deterioration associated with a hospital stay for frail, elderly patients.



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Impact

Since we started developing and testing TAPPs with Ward 9 at Hull Royal Infirmary we have seen a reduction in length of stay (LoS) from a baseline of **11.68** to **7.5** (as of 08/10/2016), saving an estimated **2388** bed days.



Kay Brighton, Sister on Ward 9 (pictured opposite with **Dr Fiona Thomson**), says 'surprisingly, although we are seeing more patients on the ward, it doesn't feel busier; in fact it feels calmer as everyone is clear about what needs to happen to get our patients home.'



47%
DISCHARGES
and
TRANSFERS

There has been a corresponding **increase of 47%** in the number of discharges and transfers from the ward, allowing the team to treat an **extra 291** patients.

291
+ EXTRA +
patients

During our testing of TAPPs, the ward has also been developing and expanding the role of their **Patient Discharge Assistant (PDA)**, who is now a **full time member of the team**. Through using TAPPs the team is able to plan discharge arrangements earlier, helping to fully utilise the PDA role.

**PATIENT
DISCHARGE
ASSISTANT**



Future

The Improvement Academy continues to work with Hull and East Yorkshire Hospitals to spread TAPPs to other wards and evaluate its full impact.

We will be using the information collected through using TAPPs to identify which are the major causes of delay and looking at ways to make improvements.

Other hospitals are expressing interest in testing TAPPs in their ward environments too.

Further Information

For further information on TAPPs, visit:
<http://www.improvementacademy.org/improving-quality/patient-flow.html>