

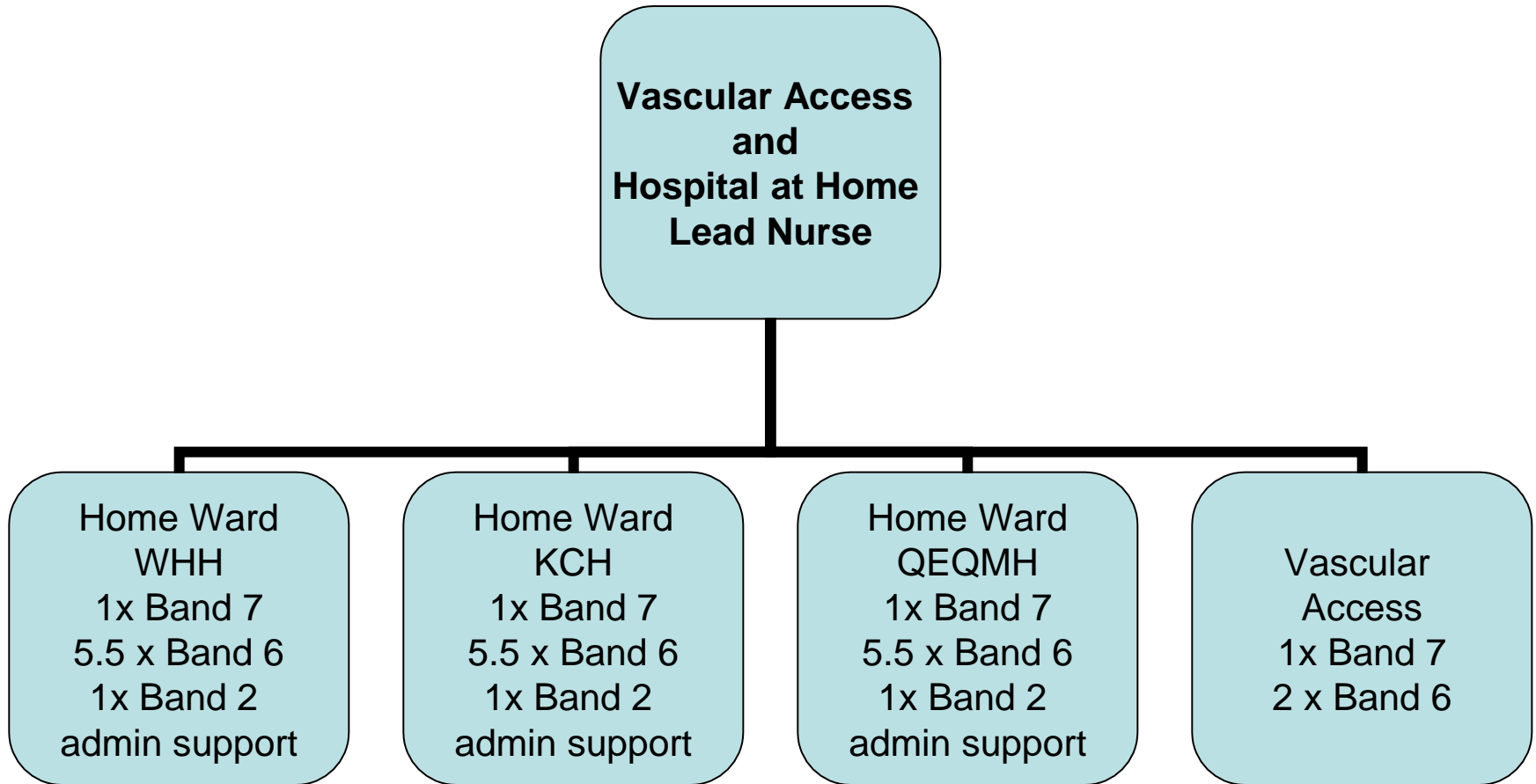
# **Hospital at Home Service 6 Months on.....**

Gemma Oliver/Paula Brogan  
Vascular Access/Hospital at Home  
Matron

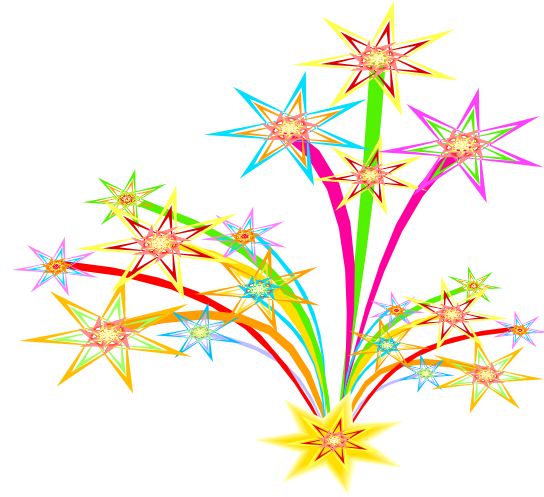
# Hospital at Home Background

**What does East Kent  
Hospitals require?**

# Approved Business case



# **Launch Date 7<sup>th</sup> November!!**



## **To-date over 1250 patients been through the service- inpatients and ward attendees**

# Audit, Audit and more Audit!

- Types of patients (Surgical, medical etc)
- Types of IV therapy/lines used
- Handing over patients to community services
- Re-admission rates
- Hidden benefits- Discharging
- Patient satisfaction.....

# Results of patient satisfaction Questionnaire (237 responses)

- Were you happy with the explanation you were given about the service before you were transferred home?

- Yes 100%

- No 0%

Would you have rather stayed in a Hospital Bed to receive your care?

- Yes 0%

- No 100%

- Were you happy that you understood how you could contact the team 24hrs a day?

- Yes 98%

- No 2%



- Were you happy with the leaflets provided?
- Yes 94%
- No 6% did not receive
- Would you recommend the service to your friends/family?
- Yes 100%
- No 0%
- Did you feel your treatment was delivered safely
- Yes 100%
- No 0%

# Overall how happy were you with the treatment you received from the Hospital at Home Team?

- Not Happy 1
- 2
- 3
- 4 **2%**
- 5 **98%** Very Happy



# Innovations

- Surefuser devices
- Virtual ward rounds
- Pre-op care
- Non-IV patients
- Bunk Beds!

# Any Questions? Thank You



Putting patients first