**EXECUTIVE SUMMARY OF PROJECT AND OUTCOMES ACHIEVED**

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| **PROJECT**  **TITLE** | **DEVELOPING A NEW REFERRAL CRITERIA – OLDER PEOPLE LIAISON** |
| **READY TO LEAD DELEGATE CONTACT DETAILS** | Name: Georgean Stewart  Email: Georgean.Stewart@ggc.scot.nhs.uk |
| **RATIONALE FOR PROJECT**  ***(Current situation)*** | As a Practice Development Nurse/DN I was already involved with development and decided to do my project on an area that required changes in performances and the day to day work. The Older Persons Liaison Team received referrals from 5 wards and although the team was small the referrals were numerous and not all relevant to this team's criteria. My project was to develop a referral criteria to meet the job description of the team and the demand for care at home. These patients would be the most vulnerable and frail and this would allow more time to organise care at home for the relevant discharges. This also allowed DNs and Rehab to deal with the discharges that were seen as rehabilitated / better to deal with and not complex. |
| **IMPROVEMENT METHODS USED** | I involved the team from the beginning. I shadowed the team in the wards to see how referrals were made. I was consistent in meeting weekly with the team to discuss progress. I involved clinical effectiveness in helping us draw up a criteria, we made a criteria tool, and a leaflet after looking at approx. 1 year priors discharges which were kept in a discharge diary and we are auditing before and after our criteria was given to staff in the wards to see if in effect we were now seeing the correct patient group. |
| **Main issues and challenges encountered** | Ensuring staff at ward level understand the reason. Quite a long process in looking at previous discharges, this was rectified in getting extra admin support |
| **SITUATION AFTER IMPROVEMENT**  ***(Improvements realised)*** | Awaiting final outcomes as the project commenced in December 2013, it took approximately 3 months to design a leaflet and correct criteria and then we audit after criteria was put in place 6 months this give us an overview of 1 year |
| **ONGOING PLANS**  ***Plan to maintain or continue improvements*** | Ensure Referral criteria continues to be used. |