

Discharge Liaison Coordinator (DLC)

WCHN Adelaide

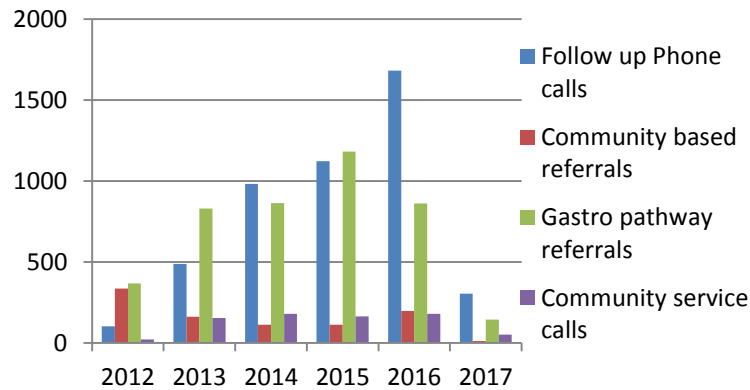
Problem: It was identified that there were no positions in the ED to facilitate early supported discharge, avoidance of both hospital admissions and ED presentations despite community support services (Royal District Nursing Service RDNS) that could facilitate these initiatives.

Solution: Practice changes were implemented by DLC for a few diagnoses:

- **Gastroenteritis:** A gastro pathway was introduced that includes an education package that are given to consumers that enable them to be discharged home within 30 minutes to 1 hour after being examined by a doctor.
- **Asthma education:** First presentations of asthma are educated in the ED, avoiding a hospital admission.
- **Anaphylaxis education:** DLC's have also gone through extensive training and provide this education in ED prior to discharge.

Results:

- The quantitative measures (e.g. returns to ED, admission avoidance) are often subjective and hard to measure.
- The qualitative data that has been reported has been uniformly positive in terms of families valuing the quality of care and contact in ED.



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