Patient Directed Discharge Letter (PADDLE)

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Innovation Program Background:
The inaugural NSLHD Innovation Program was held in 2017. Frontline staffs were invited to submit an idea or challenge to receive support to work through a Lean Start Up process. 14 projects were selected and worked with a mentor over a 12 week period to investigate their challenge and test potential solutions.

Four projects were successful in receiving funding to implement their idea. They were:

- Bored on the Ward
- Supporting Carers at the Bedside
- My Surgery Journey
- PADDLE

Project Challenge:
Patients have poor understanding of the events that occurred during their hospitalisation and their post-discharge care and recommendations. This lack of understanding makes it hard for patients to actively participate in the management of their medical issues, and contributes to adverse events (such as medication error) and readmissions.

Project Outline:
To incorporate a one page patient directed discharge summary (PADDLE) into clinical practice; such that PADDLE letters are routinely and efficiently completed and discussed with patients, including teach back methodology; the letters are high quality (health literacy, accuracy, and consistency); and patients and family/carers find them informative and useful. This program of work will include specialised training for JMOs and work with the broader MDT team.

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