March 1st 2025

You receive the following e-mail from the Head of Performance at Manchester General Ward (MGW):

*Hi,*

*Since 1st January 2025 we have implemented a new community discharge portal to speed up patient discharges where ongoing social care is required. By being able to anticipate the date of discharge it allows those working in social care to free up accommodation, discharge assistance and other resources to discharge patients as quickly as possible where their services are required.*

*I have pulled some data out of the system that I think shows a reduction in the average length of stay since January. Are you able to confirm the magnitude of the reduction so that we can roll the initiative out more widely? By looking at the admissions for the last six months there seems to be a noticeable drop – maybe 20%? The annual wave of Norovirus cases may have impacted this though.*

*There are 5 types of admission into the ward:*

|  |  |
| --- | --- |
| *Admission Type* | *Description* |
| *Chronic Conditions* | *These patients come in for a specified period – usually less than a fortnight for regular treatment of chronic conditions.* |
| *Trauma* | *Patients who are admitted following a traumatic injury. Usually associated with longer ward stays* |
| *Circulation* | *Patients admitted with conditions of the Circulatory system* |
| *Norovirus* | *Patients admitted with Norovirus. Short, seasonal admissions which are not in scope for the Discharge Portal.* |
| *Other* | *Any other conditions* |

*Generally older patients - especially those over 70 - are much more likely to require community support upon discharge so should be the most impacted by the community discharge portal. Unfortunately, we can’t pull data off the portal yet so can’t check which patients the portal was used for.*

*Thanks,*

*MGW Performance Team*

Your task

Review the attached data and respond to the e-mail. Your e-mail should include:

1. Your independent assessment of the 20% drop in admission length of stay over the past six months
2. At least three well explained charts summarising your findings to a non-technical audience
3. Recommendations for potential next steps and further data analysis

Please ensure you read the question fully and consider including some detail on what you have investigated and may not have had an impact as well as what has.