

Building rapport to support safe discharges

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The challenge

- Safe and timely discharge is of critical importance to system flow in ordinary times;
- Language and culture differences across the system continue to exist in ordinary times, leading to (avoidable) complexity;
- Criticality and complexity increases in extraordinary times;
- This can increase tension and the risk of communication failure / system dysfunction.

A solution

- Focus on what we all have in common - the person and their wellbeing;
- Focus on what matters most to each actor in the system (flow, capacity, safety, regulatory compliance);
- Facilitate conversations around the person's wellbeing and a shared (and honest) understanding of what matters to each actor;
- Find practical ways of helping each actor – smooth the path.