

In hospital

Incomplete CGA

Clinical symptoms, including cognitive and physical impairments, social or emotional problems affecting the discharge process not assessed according to guidelines and check-lists in the GEMU.

During transition

Exchange of information

Routines not followed.

- In the GEMU
- In the PHC
- Between the GEMU and the PHC

Assistance provided from the PHC

- GP did not follow-up as recommended in the discharge letter
- PHC did not implement resolution from the discharge-planning meeting

After discharge

Drug administration regime not correct

- Wrong drug
- Incorrect dosage
- Drug not given within 24 hours after discharge
- No information about the patients` medications in their homes
- Patients did not take the medication as prescribed

Other unwanted incidents

- Resolutions from discharge-planning meeting not suitable
- Poor cooperation between the HS and the patient/caregiver
- Resolutions from the discharge-planning meeting not implemented after discharge due to lack of capacity (e.g. day-care centre visits for patients with dementia)