

Complex discharge coordination: a vision for joined-up journeys

Connecting systems to deliver faster discharges, clearer communication and better patient flow.

◀ *Start with your area of challenge where you'd increase headcount, and solve it with technology instead.* ▶

Superintendent Rob Brind,
Hampshire & Isle of Wight
Constabulary

The NHS challenge

Across the NHS, many patients remain in hospital long after they are medically ready to go home. The obstacle is rarely clinical. It lies in coordination and communication.

A safe discharge often depends on social care, housing and community teams, each operating in separate systems. Information is passed through calls and emails, creating delays and duplication. Staff spend hours chasing details that could be shared automatically. Families wait for updates, uncertain of what comes next. Beds stay occupied while emergency departments struggle to admit new patients.

The Police parallel

Humberside Police faced a remarkably similar challenge within the criminal justice system. A single case could involve victims, probation officers and the courts, each working within its own system and using different processes. Information was scattered, communication slow and progress often hard to track.



Although many of these interactions now run digitally on Salesforce, they remain separate. Updates for victims and requests for probation officers sit in different workflows. The next step is to connect these journeys, creating a single, coordinated flow of information where every organisation can see the same case in real time.

The opportunity for the NHS

Detectives and doctors face the same challenge: managing complex cases through disconnected systems. Both policing and healthcare depend on information scattered across departments, high volumes of contact, and manual work that slows everything down.

Humberside Police overcame this by connecting systems and automating routine tasks, giving teams immediate visibility and the public faster answers.

By adopting the same digital approach, NHS organisations can achieve similar results:

- Identify and fix delays in real time, spotting where discharges are held up and resolving them quickly.
- See the complete patient journey, linking hospital, social care and housing data in one shared view.
- Save time and reduce risk by replacing calls and manual updates with automatic, joined-up communication.

Integration creates faster discharges, safer coordination and more time for meaningful care.

Integration in action

MuleSoft and Salesforce make this possible. They do not replace existing systems; they connect them.

MuleSoft allows data to move securely between organisations. Salesforce provides a clear, shared record of each patient's discharge journey. Together they give staff a single view of what has been completed, what remains outstanding and who is responsible.

With this level of integration, NHS teams can identify delays as they happen, act immediately and maintain visibility of every patient from hospital to home. Duplicate data entry disappears and communication becomes seamless across all partners.

Proven approach

Humberside's experience shows what happens when integration becomes part of everyday operations. By linking systems and automating routine tasks, the force reduced manual effort, improved accuracy and created real-time visibility across agencies. Communication became faster, decisions clearer and time was released for the work that matters most.

The NHS can achieve the same transformation. By applying this proven approach at ICB, Trust or regional level, health teams can coordinate discharges more efficiently, align every stakeholder and release bed capacity more quickly for patients who need it. The outcome is smoother patient flow, greater confidence among staff and measurable financial savings across the system.

Potential NHS impact



Faster discharge coordination

Police forces reduced multi-agency delays through integration. The same approach can speed up hospital discharges and patient flow.



Real-time visibility across services

Shared systems give every team the same live view – from hospital wards to social care and housing.



Thousands of hours released

Automation replaces routine calls and manual updates, freeing time for frontline care..



Fewer delays and lower costs

Every quicker discharge saves bed days, reduces pressure on A&E and cuts operational costs..



Improved experience for patients and families

Clear communication and shared updates create confidence, reduce anxiety and support smoother transitions home..

Lessons from Policing. Innovation for Healthcare.

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