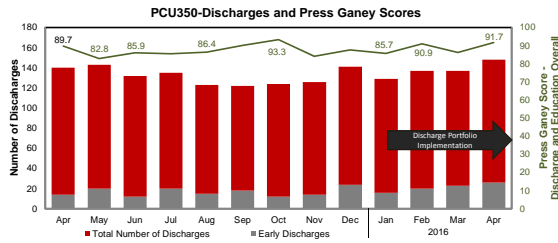


## I. Purpose

- Improve the discharge process for patients and families by being more proactive in planning for patient/family's discharge and education needs.
- Develop a more effective and faster discharge process starting with admission to the unit while increasing early morning discharges and decreasing delays.
- Enhance patient/family communication, improve discharge process, and increase patient satisfaction while improving our Press Ganey scores.

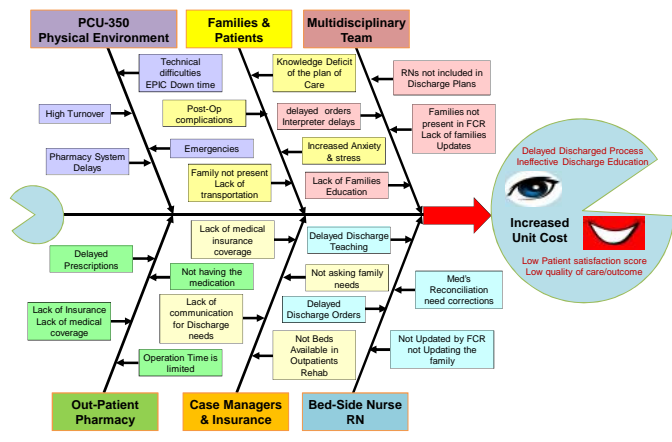
## II. Background

- Lack of effective and timely communication with families on admission and throughout their stay regarding the discharge process.
- Lack of providing discharge supplies and education causing discharge delays.
- Starting discharge education on the day of discharge can stress families and nurses.
- The Patient Care Unit 350 had the highest number of discharges in acute care and were not meeting the hospital goal for Press Ganey score related to discharge education satisfaction.



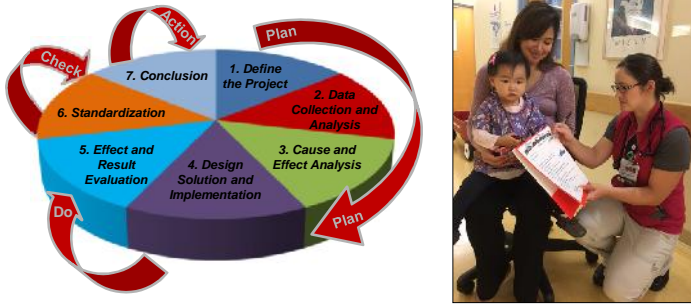
## III. The Fish Bone Diagram

### Patient's Discharge Education/Portfolio



## IV. Methods

### The Lean Methodology



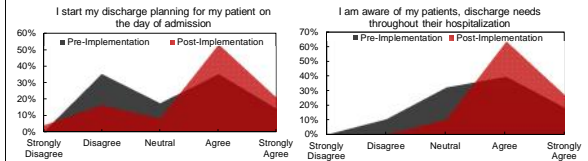
<b>Define the Project</b>	<ul style="list-style-type: none"> <li>Upon admission to PCU 350, all patients will be provided a "Discharge Portfolio"</li> <li>All families will be provided a "Welcome to PCU 350" Micromedex</li> <li>Education and discharge planning will start on admission, reviewed daily, and at change of shift</li> </ul>
<b>Data Collection and Analysis</b>	<ul style="list-style-type: none"> <li>Launched a pre-survey to the nursing staff on our current discharge process</li> <li>Reviewed the common reasons for discharge delays</li> <li>Reviewed Press Ganey Survey results</li> </ul>
<b>Cause and Effect Analysis</b>	<p>Phase 1:</p> <ul style="list-style-type: none"> <li>Developed a discharge checklist</li> <li>Nurses utilized the discharge checklist as an integrated communication tool upon arrival to PCU 350.                             <ul style="list-style-type: none"> <li>This checklist was placed on the front cover of the "Discharge Portfolio."</li> </ul> </li> <li>Completed a 1 month trial period for English speaking families and collected post data from family and staff</li> </ul> <p>Phase 2:</p> <ul style="list-style-type: none"> <li>Developed a G-Tube, Naso-Gastric Tube, and Ostomy care family focused teaching checklists</li> <li>Reviewed our hospital teaching database (Micromedex) and compiled a list of frequently used teaching topics</li> <li>Developed a list of hyperlinks that is organized by service (ie: ENT, General Surgery, Plastics, etc.)</li> </ul>
<b>Design Solution and Implementation</b>	<ul style="list-style-type: none"> <li>Improved the discharge process</li> <li>Developed a more effective and faster discharge process starting on the day of admission</li> <li>Enhanced patient/family communication and improved patient/family education</li> </ul>
<b>Effect and Result Evaluation</b>	<p>Phase 1:</p> <ul style="list-style-type: none"> <li>Reviewed data from our families and staff</li> <li>Edited the checklist and made a Spanish version</li> </ul> <p>Phase 2:</p> <ul style="list-style-type: none"> <li>Educated staff regarding how to find Micromedex on the intranet</li> <li>Uploading commonly used Micromedex list to the desktop of every computer on the unit</li> </ul>
<b>Standardization</b>	<ul style="list-style-type: none"> <li>All patients receive the "Patient Discharge Portfolio" on admission or transfer to PCU 350</li> <li>The "Discharge Portfolio" is updated every shift</li> <li>The "Discharge Portfolio" is reviewed at change of shift with both nurses</li> </ul>
<b>Conclusion</b>	<ul style="list-style-type: none"> <li>Collected post implementation data from patients/families as well as staff</li> <li>Increased in Press Ganey scores, number of early discharges and decrease unit costs</li> <li>Increased in patient/families satisfaction with discharge process</li> <li>Received positive staff feedback</li> </ul>

### Family Focused Discharge and Teach-Back Checklist Examples

## V. Results

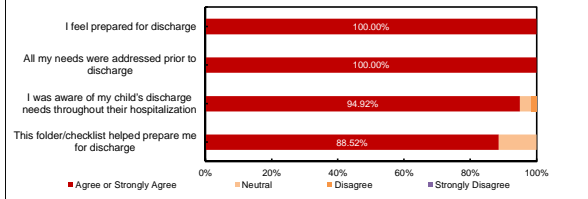
### Nurse Feedback Pre and Post-Implementation

- The implementation of the Discharge Portfolio and Teach-Back Checklists increased staff satisfaction, and improved the quality of discharge teaching. Nurses response pre and post-implementation were:



### Family Feedback Post-Implementation

- 100% of families felt that they were prepared for their discharge
- 95% of families Strongly Agreed with "I was aware of my child's discharge needs throughout their hospitalization"
- 89% of families felt that they Agreed or Strongly Agreed that, "This folder/checklist helped prepare me for discharge"



## VI. Conclusions and Recommendations

- To develop more specific Teach-back checklists and apply them through the Discharge Portfolio.
- Apply the PDCA cycle to consistently improve the discharge process and family education.
- Launch the Discharge Portfolio Hospital-Wide.
- Collaborate with Multidisciplinary team to be included in updating patients Discharge Portfolio.
- Continually improve the discharge process by including nursing staff, multidisciplinary team and patient/family feedback.

## VII. Acknowledgment and References

### Acknowledgment

- PCU350 Clinical Nursing Staff, Leadership, and NSL-UCC Team
- Center of Nursing Excellence and Stanford Children's Hospital Performance Improvement Department

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