An Initiative to Improve Patient Discharge Satisfaction
Speaker Disclosure Statement

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The planner and presenter of this session have no financial relationships or conflicts of interest to disclose.
Challenges to successful discharge

- Lack of familiarity with rehabilitation
- Decreased length of stay
- Increased patient acuity
- Patient/caregiver perception that they are not adequately prepared for discharge
Better informed patients and families will lead to better satisfaction scores
Journey to Discharge Concept

- Development
- Implementation
- Evaluation
- Revision
Press Ganey scores reflected patient dissatisfaction with discharge process

The need to clearly communicate how a patient progresses toward discharge was recognized
A multi-disciplinary team initiated a tool to be used for patient education

Focused on using patient centered communication
Understanding Rehabilitation

Areas of confusion for patients/caregivers regarding the rehabilitation process at Marianjoy:

- Differences between acute care and rehab
- Concept of multi-disciplinary care
- Understanding of patient goals and their relationship to discharge plans
Design of Journey to Discharge Tool

- To identify areas of concern the team walked through the entire patient experience.

- The decision was made to use a roadmap concept as that is familiar to many people.
The tool was named “Your Inpatient Journey Along the Rehabilitation Road to Discharge”

Each segment of the road map describes the patient experience
Planning the trip – pre-admission
- Evaluation by physician/liaison
- Acceptance at specific level of care
Starting the journey - admission

- Welcome to facility
- Receive Patient Handbook
- Receive personalized Patient Education Notebook
As you travel - your stay at Marianjoy

- Evaluation by rehabilitation team
- Setting of goals in conjunction with patient
- Ongoing education by rehabilitation team
As you travel - your stay at Marianjoy

- Daily physician visits
- Weekly interdisciplinary conference
- Patient/caregiver progress updates
Journey to Discharge Tool

As your trip concludes - transition to discharge

- Ongoing education by rehabilitation team
  - Family education visit
  - Therapeutic pass
Journey to Discharge Tool

As your trip concludes - transition to discharge

- Identification of post-discharge destination
  - Home with outpatient services
  - Home with Home Health services
  - Sub-acute
Reflecting on the journey – during/after discharge

- Provision of resources
  - Phone numbers
  - Support groups
- Levels of care for ongoing needs
  - Outpatient therapy
  - Sub-acute
  - Physician clinic
Reflecting on the journey – during/after discharge

- Follow up phone call
- Press Ganey survey
Evolution of Follow-Up Calls

- Tracked Press Ganey feedback for trends
- Identified post-discharge issues
- Provided support for 0.5 FTE RN
- Implemented calls 24-72 hours post discharge as part of Journey to Discharge initiative
10 Questions

Any difficulties in your living environment?
Do you have the equipment you need?
Any questions about your medications?
Did you feel prepared for discharge?
Have you made your doctor and therapy appointments?
10 Questions

How was your care?
Anything we could have done differently?
Would you like someone to call you back regarding these concerns?
Anyone you would like to compliment?
If you receive a survey, will you complete it and return it?
Patient/Family Response to Calls

- All is well
- Appreciation
- Help!
- Concerns
- Compliments
- E-Mail leaders for real time issue resolution
- Share data with executive team monthly
  - Track trends
  - Record readmission rates
  - Survey return rate
  - Patient satisfaction scores
Process Improvement Initiatives

- Discharge medication management
- Patient education
- Nurse and physician collaboration in process
- Development of weekend walking program
Process Improvement Initiatives

- Collaboration with food services
- Patient access to technology
- Multidisciplinary discharge checklist in development
Implementation of Journey to Discharge Tool

- Multi-disciplinary effort
- Team solicited feedback from staff and patients on original document
- Tool was piloted on one unit
Implementation of Journey to Discharge Tool

- Clinicians were provided with talking points and FAQs to assist in communication with patients
- Implemented throughout hospital within 3 months
Evaluation of Journey to Discharge Tool

- Positive patient feedback regarding ease of understanding
- Staff were slow to incorporate Journey into patient education
- Increase in Press Ganey scores regarding discharge
Revision of Journey to Discharge Tool

- Patients requested an area to write their goals
- Rewording of some segments to have more descriptive language
Revision of Journey to Discharge Tool

- Possible destinations were highlighted more clearly
- Incorporated a previous document with staff names and phone numbers into Journey Tool
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