

Objective

Ensure patients discharged from Iowa Specialty Hospitals Inpatient care continue to have an exceptional healthcare experience by fully understanding at home instructions, follow up appointment, and medications.

Background

ISH in addition to routine acute/chronic inpatient care, ISH has several specific service lines in which patients benefit from expert discharge guidance.

ISH Leadership in the fall of 2021, experienced what all healthcare organizations in the state of Iowa faced, staffing shortages due to the Great Resignation as well as viral illness affecting the workforce. In addition this would also be the height of active hospitalization for covid-19 patient within the system.

As a result the “normal” discharge processes were interrupted and were being fulfilled by staff who routinely did not perform inpatient discharge.

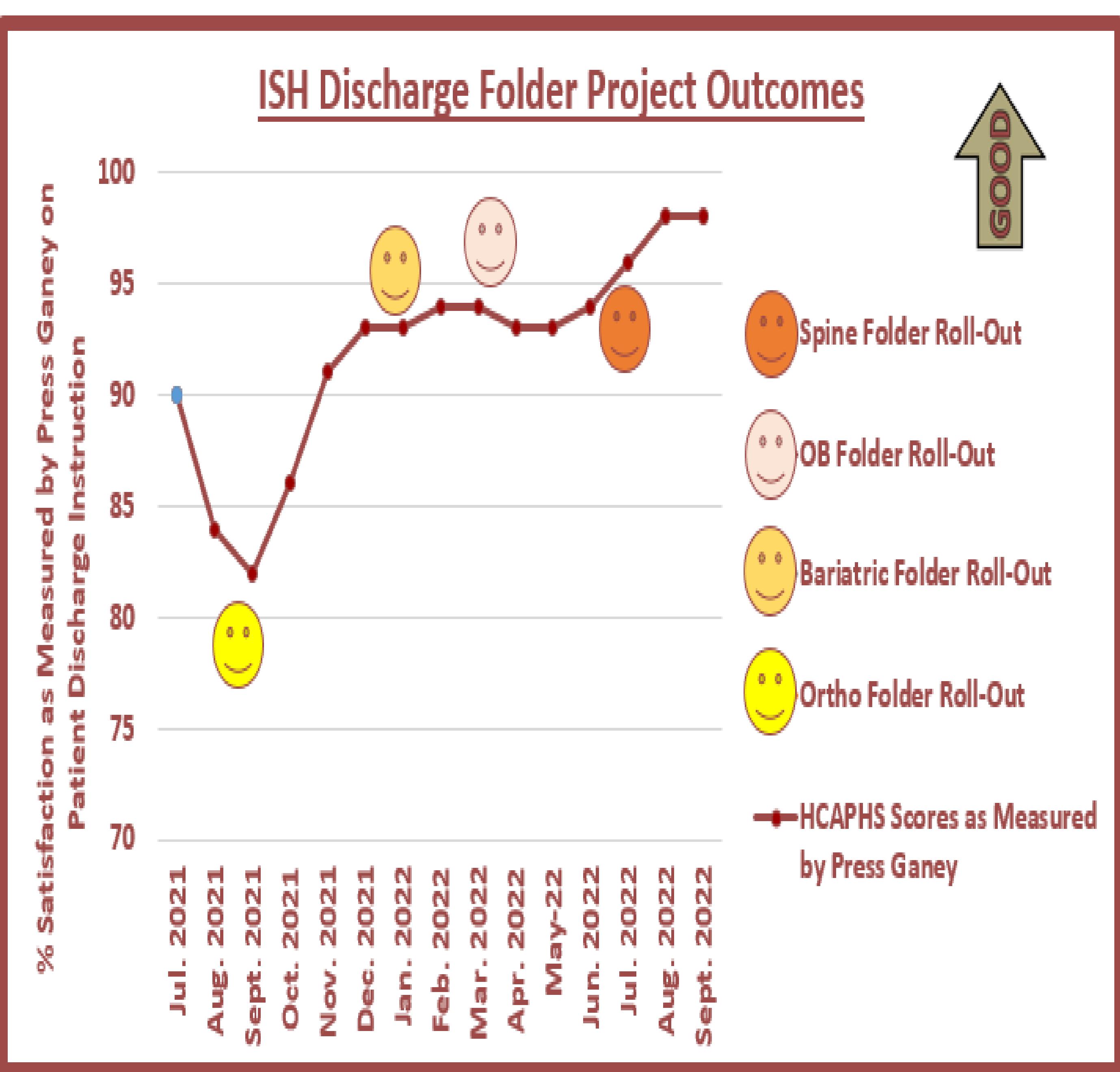
August 2021 ISH Nurse Leadership guided by the Patient Experience Officer and Quality Coordinator identified a need for consistent discharge processes that would enable the workforce to meet patient expectations and recovery needs.

The multidisciplinary team decided to utilize discharge folders, beginning with the largest patient demographic, Orthopedics. Overall several weeks, the team creating documents, lists, how to guides, Q&A documents, that were reviewed by the Health Literacy Team and eventually rolled out as the first ISH Discharge folder in September 2021.

Achievement in Care Transitions: ISH Discharge Folder Project

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Results



Analysis

As demonstrated in ISH Discharge Folder Project Outcomes graph, ISH saw great success with Ortho Discharge folders overall the next quarter. With the success of Ortho, the system developed and implemented several additional folders, Bariatrics and OB by January 2022. Additional Spine Folder came late summer of 2022, with implementation of Chronic Disease folder early fall 2022.

Next Steps

Continue with PDCA process:

- Review Monthly the HCAPHS and Patient Satisfaction Scores
- Identify areas for review if metrics indicate a need
- Develop and implement new discharge folders based on patient demographic or new service lines.

Actions Taken

P•D•C•A

Plan: Identification of dramatic decrease in Discharge Information. Senior Leaders, Patient Experience Officer and Nurse Leadership met to discuss.

Do: Implemented Discharge folder trial with Ortho patient demographic

Check: Reviewed consistent results

Act: Implemented additional folders based on patient specific demographics following the success of the initial trial. ISH has since rolled out Discharge Folders for OB, Bariatric, Spine and most recently (October 2022) Chronic Disease which includes, Diabetes Mellitus, Congestive Heart Failure and Chronic Obstructive Pulmonary Disease.