

2013

Improving the Preparedness of Discharge Education for Patients on the Bone and Joint Center

Angela Moscho
CentraCare Health

Follow this and additional works at: https://digitalcommons.centracare.com/nursing_posters



Part of the [Other Nursing Commons](#)

Recommended Citation

Moscho, Angela, "Improving the Preparedness of Discharge Education for Patients on the Bone and Joint Center" (2013). *Nursing Posters*. 17.

https://digitalcommons.centracare.com/nursing_posters/17

This Book is brought to you for free and open access by the Posters and Scholarly Works at DigitalCommons@CentraCare Health. It has been accepted for inclusion in Nursing Posters by an authorized administrator of DigitalCommons@CentraCare Health. For more information, please contact schlepers@centracare.com.

Improving the preparedness of discharge education for patients on the Bone and Joint Center

Angie Moscho, MSN, RN, ONC

October 14, 2012



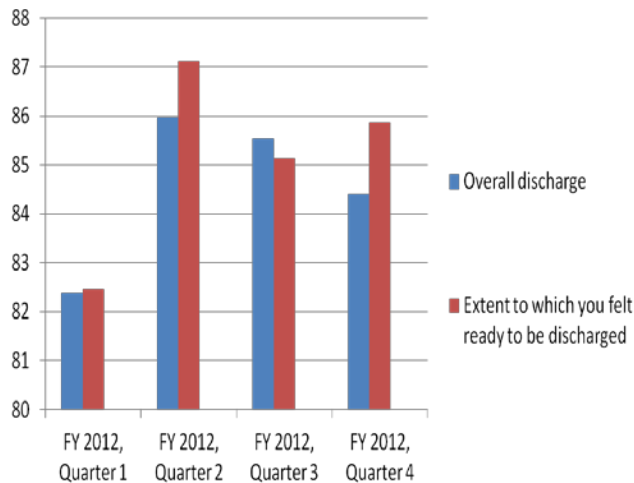
Project Goals

- Enhance the teaching needs by the staff on the Bone and Joint Center to increase patient's preparedness for discharge
- Increase overall discharge FY12 score of 84.40% to 86% by Quarter 1 of FY 13
- Increase the question *Extent to which you felt ready to be discharged* from 85.87% to 86%

Objectives

- Develop a script to present to RN's, LPN's and PCA's on what their focused teaching responsibility is for each shift.
- Present a process to all RN's, LPN's and nursing assistants for discharge instructions to be presented to patient and/or their family members throughout the entire hospital stay
- Implement project process on September 4, 2012.
- Compare patient satisfaction scores from September 4-October 4 with scores from FY 12-Q4

Press Ganey Scores-2012



Evaluation-Patient satisfaction Scores

Core questions

FY 12 Quarter 4- **84.40**
Scores through September 29 - **86.95**

Extent to which you felt ready to be discharged

FY 12, Quarter 4- **85.87**
Scores through September 29 - **84.91**

Today's Date:	My Room Number:								
Preferred Name:	My Telephone Number:								
MY CARE TEAM	Physician/Provider:								
RN: LPN: PCA:	Additional Members:								
Family Spokesperson & phone number:	Diet:								
What's important to me:	Activity:								
About me:	Goals for today:								
	Anticipated discharge date:								
Plan of care: Plan of care: <i>This is the area where teaching information would be placed starting on the day of surgery. This information would be the same throughout the patient's stay and if needed other specific teaching information could be added.</i>	Pain scale: <i>In this box are the pain scale faces for a guide for patient. Also in this box is the patient's pain medication, the last dose and the next dose due.</i>								
Hourly rounding: (Every Two hours from 10 pm-6 am)									
7 AM	8 AM	9 AM	10 AM	11 AM	NOON	1 PM	2 PM	3 PM	4 PM
5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	12 AM	2 AM	4 AM	6 AM
DEPARTMENT NURSING DIRECTOR AND PHONE NUMBER:									
FOR ANY COMMENTS OR CONCERNS PLEASE CONTACT THE DEPARTMENT NURSING DIRECTOR. THANK YOU.									

References

- Ben-Morderchai, B., Herman, A., Kerzman, H. & Irony, A. (2010). Structured discharge education improves early outcome in orthopedic patients. *International Journal of Orthopaedic and Trauma Nursing*, 14, 66-74. doi:10.1016/j.oon.2009.02.001
- Braun, E., Baidusi, A., Alroy, G. & Azzam, Z.S. (2009). Telephone follow-up improves patients satisfaction following hospital discharge. *European Journal of Internal Medicine*, 20, 221-225. doi:10.1016/j.ejim.2008.07.021
- Clancy, C.M. (2009). Reengineering hospital discharge: A protocol to improve patient safety, reduce costs, and boost patient satisfaction. *American Journal of Medical Quality*, 24(4), 344-346. doi: 10.1177/1062860609338131
- Felgen, J. (2004). A caring and healing environment. In M. Kolorutis (Ed.), *Relationship-based care: A model for transforming practice* (pp.23-52). Minneapolis, MN: Creative Health Care Management, Inc.
- Kolorutis, M. (2004). Introduction. In M. Kolorutis (Ed.), *Relationship-based care: A model for transforming practice* (pp. 1-22). Minneapolis, MN: Creative Health Care Management, Inc.
- Press Ganey Associates. (2007). *Inpatient –Extent to which you felt ready to be discharged*. Retrieved from intranet site through St. Cloud Hospital.
- Wagner, D.L., & Bear, M. (2011). Measuring patient satisfaction with postpartum teaching methods used by nurses within the interaction model of client health behavior. *Research and Theory for Nursing Practice in International Journal*, 125(3), 176-190. doi:10.1891/1541-6577.25.3.176