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Use of a Discharge Checklist to Improve Patient Satisfaction

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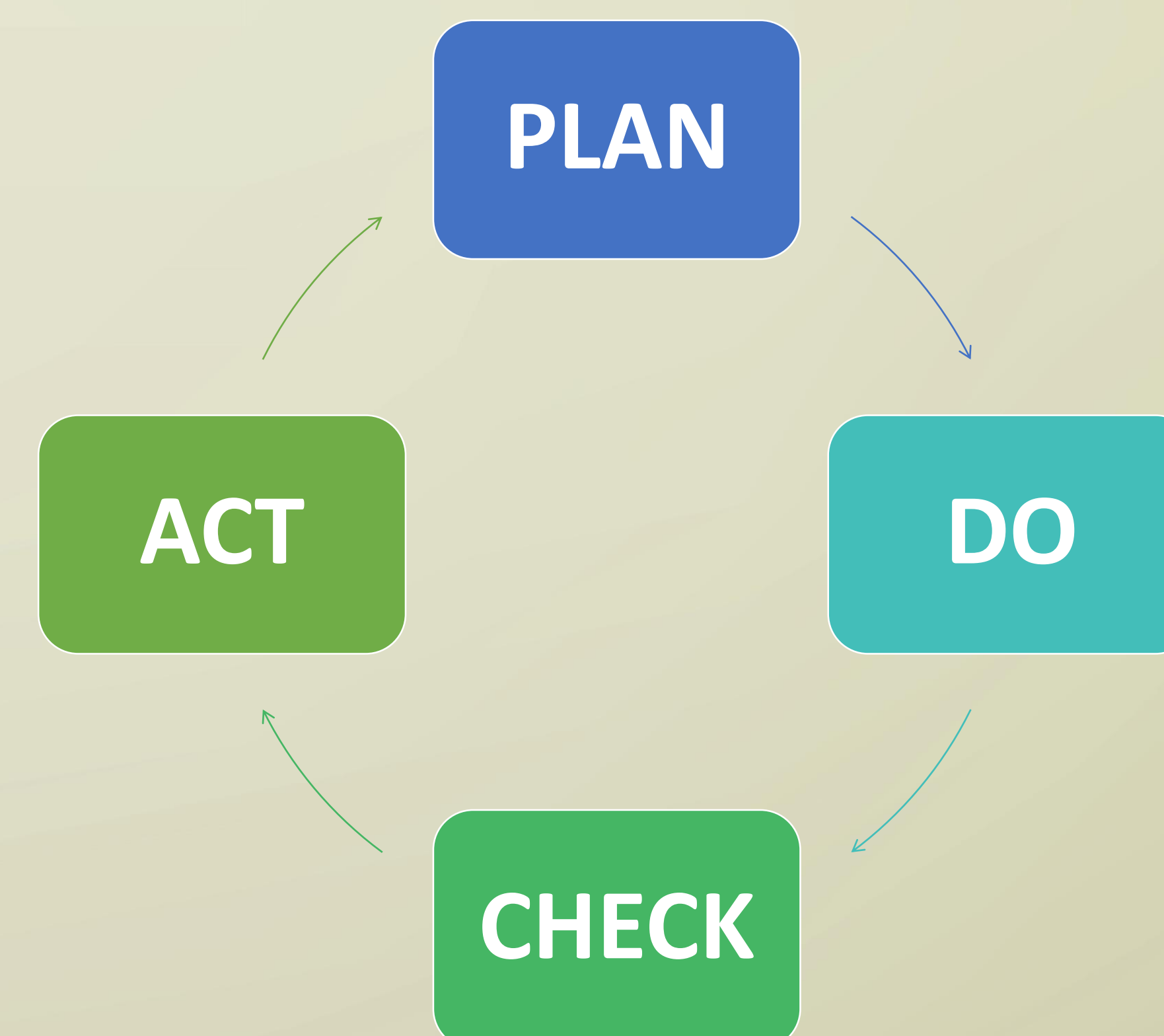
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Goal Statement: To improve patient satisfaction related to discharge overall score on Press Ganey survey.

- March 2017, 3 South Unit Based Practice Council implemented a PI project with interventions targeted to improve Press Ganey patient satisfaction “DC Overall” score.
- Plan made to develop discharge checklist that included components found in the literature for use with patients & families to keep updated on discharge process.
- Plan to educate end-users, 3 South nurses, about checklist to get buy-in.
- Plan for checklist to be used upon admission, at change of shift and throughout stay.

Anticipated improvement reached:

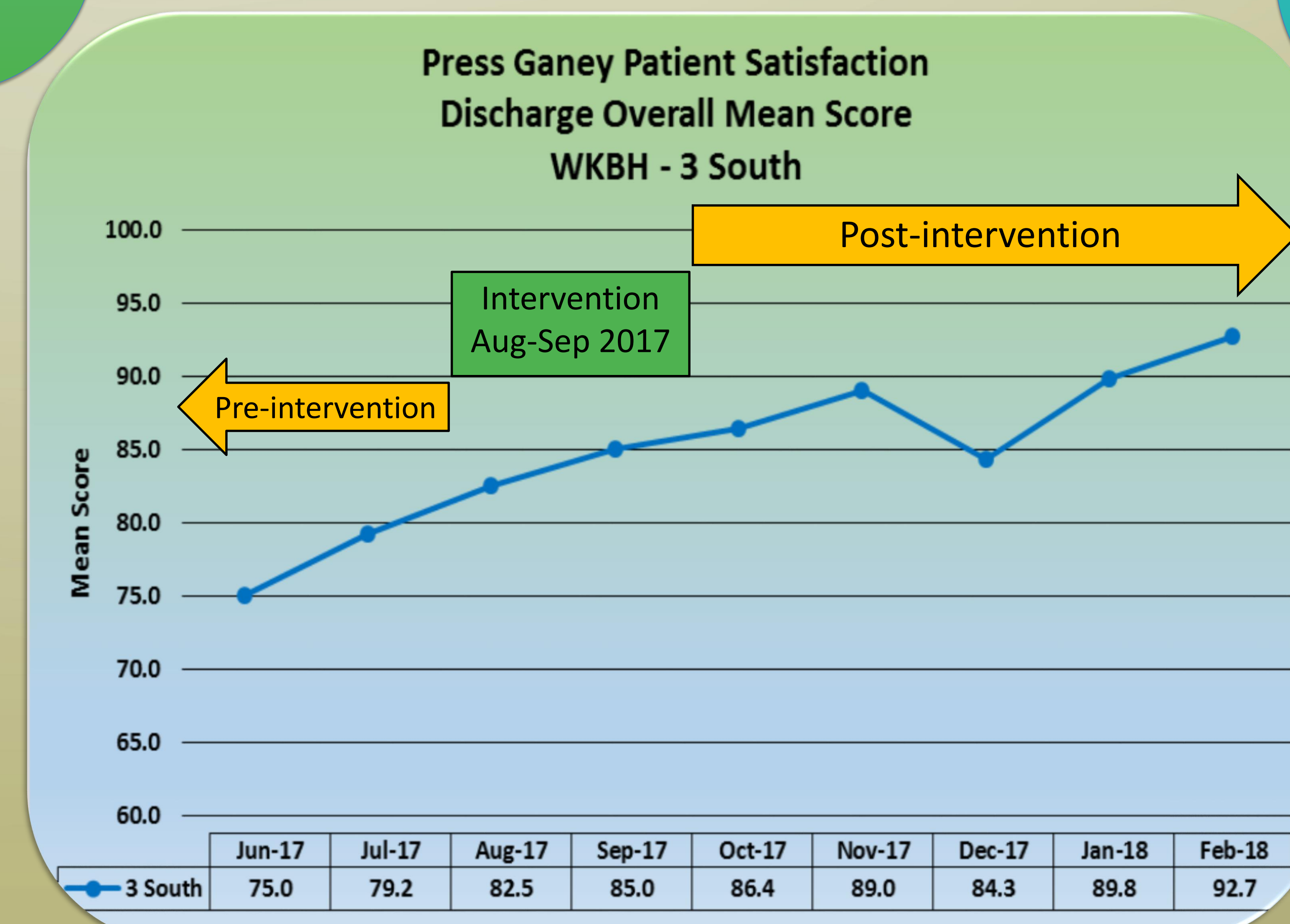
- Continue to hardwire use of discharge checklist upon admission and throughout stay to update patient and family on discharge process.
- Continue to monitor Press Ganey patient satisfaction score with “Discharge overall”.



- March 2017**
 - February 2017 PG DC overall score 71.1 (1 percentile)
 - New DC Folders pending delivery
 - Working on DC checklist to roll-out with new DC folders
- May – July 2017**
 - Development of bilingual checklist (Figure 1 & 2)
 - Pending delivery of new folders
- Aug - Sept 2017**
 - Education of checklist last week of Aug to first week of Sept
 - Roll-out of pilot DC checklist and new DC folder
- Sept 2017**
 - DC checklist changed to laminated form (English on one side and Spanish on the other)

Patient Discharge Checklist			
A) Hospitalist:			
Specialist	Name	Specialist	Name
B) Social Worker			
• Home Health Care	YES/NO	• Equipment	YES/NO
		• Transport	YES/NO
C) Prescriptions Verified			
	YES/NO		
D) Vaccines			
• Flu Vaccine	YES/NO	• Pneumonia	YES/NO
E) Discharge			
• Teaching completed	YES/NO		
• Estimated Time of Discharge			

Figure 1. English discharge checklist



Lista de Alta para el Paciente			
A) Dr/Dra. Medicina General:			
Especialista:	Nombre:	Especialista:	Nombre:
B) Trabajador(a) Social			
• Servicios de Salud en Casa	SI/NO	• Equipo	SI/NO
		• Transportación	SI/NO
C) Verificación de Prescripción			
	SI/NO		
D) Vacunas			
• Vacuna contra la influenza	SI/NO	• Vacuna contra la neumonia	SI/NO
E) Alta de Hospital			
• Educacion completa	SI/NO		
• Tiempo estimado para su salida:			

Figure 2. Spanish discharge checklist

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