

Improving Discharge Instruction in Primary Care Results

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BACKGROUND

The IDEAL discharge process can significantly show improvements in the efficacy of the discharge process (Luther, Wilson, Kranz & Krahulec, 2019). IDEAL stands for Include, Discuss, Educate, Assess and Listen, which are the five major components that focused on engaging patients and caregivers in the discharge process (Luther, Wilson, Kranz & Krahulec, 2019). Improving patients' understanding is likely to improve health outcomes and avoid unnecessary healthcare utilization and costs (Coleman *et al*, 2013). Notably, patients and caregivers who are better equipped to care for themselves at home, reported being more satisfied with the care received (Coleman *et al*, 2013).

UMC Ambulatory Sunset clinic chose to improve discharge instructions in primary care as of their performance/quality improvement project for 2022 to 2023.

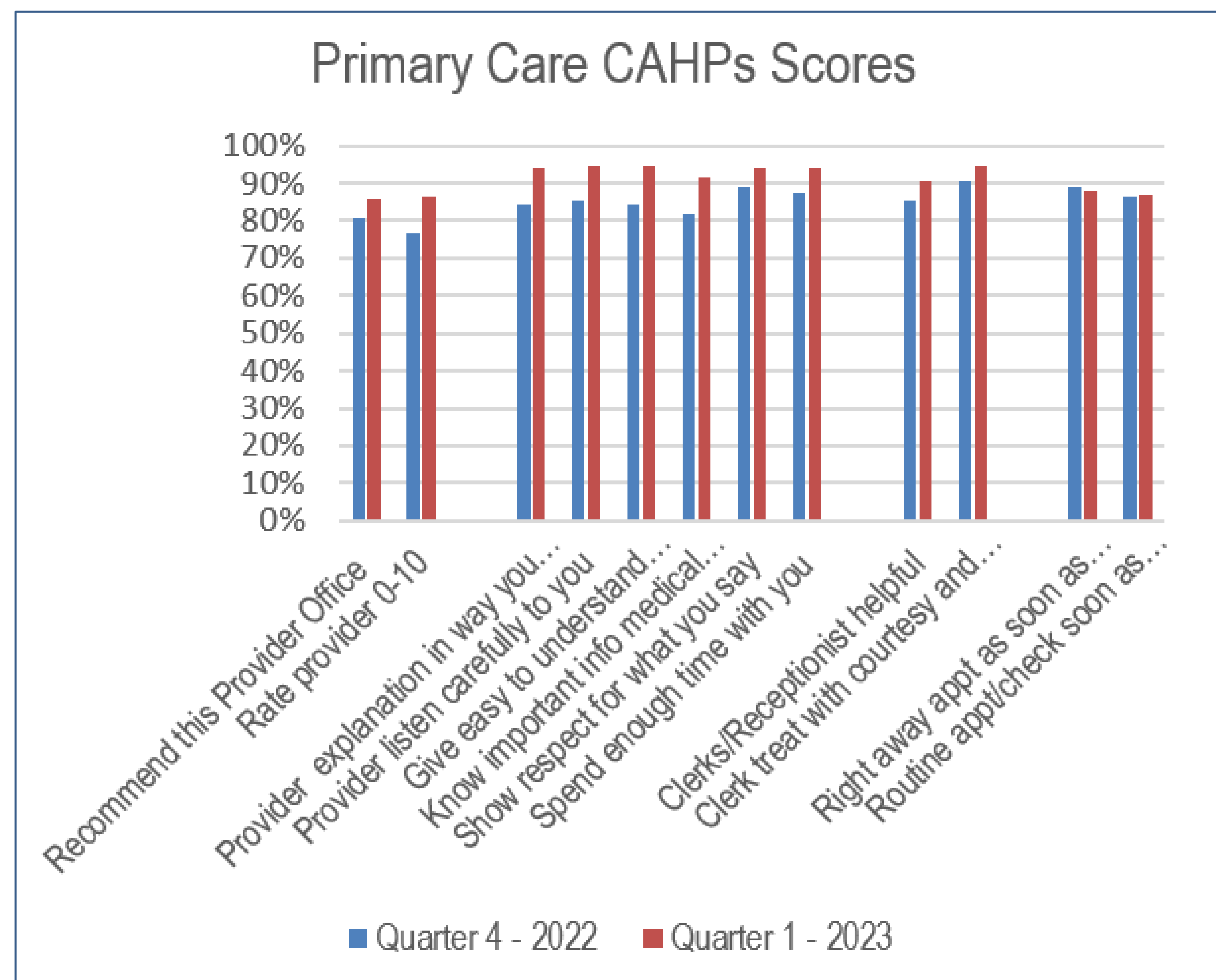
HYPOTHESIS

If you educate primary care nurses on how to improve discharge instructions with a discharge checklist, then patients would understand their plan of care which will decrease the number of in-basket messages and increase patient satisfaction as evidence by increase in Consumer Assessment of Healthcare Providers and Systems (CAHPS) scores.

GOALS

- Decrease in the number of patients with questions regarding discharge instructions
- Patient Satisfaction
- Higher patient compliance
- Improvement in CAHPS scores from previous quarter to the following quarter with discharge improvement

Questions	Quarter 4 2022	Quarter 1 2023
Recommend this Provider Office	81%	85.82%
Rate Provider 0-10	76.7%	86.57%
Provider explanation in a way you understand	84.16%	93.98%
Provider listen carefully to you	85.44%	94.78%
Give easy to understand instruction	84.21%	94.40%
Know important info medical history	81.55%	91.6%
Show respect for what you say	89.22%	93.94%
Spend enough time with you	87.25%	94.03%
Clerks/Receptionist helpful	85.29%	90.30%
Clerk treat you with courtesy & respect	90.29%	94.74%
Right away appointment as soon as needed	88.89%	88%
Routine appointment/check soon as needed	86.17%	86.78%



METHODS

The Plan Do Study Act (PDSA) template was used to design and carry out improving discharge instructions in primary care. Analyze the CAHPS data to assess what worked, what didn't work. Gather data from Epic regarding the number of in-basket messages during that specific timeframe. Incorporate key elements of the IDEAL Discharge Planning Overview, Process, and Checklist from Agency for Healthcare Research and Quality. Project started September 1, 2022 to June 30, 2023 at UMC Sunset Primary Care Clinic, 525 Marks St, Henderson, NV 89014. CAHPS scores from 2022 Quarter 4 was used as the baseline. Educated primary care nurses on how to improve the discharge process and implementation of the discharge checklist during the month of September 2022. Analyzed the data and CAHPS scores in June 2023.

RESULTS

The CAHPS score from 2023 Quarter 1 showed a significant improvement compared to CAHPS score from the baseline 2022 Quarter 4. The results are illustrated in the table and chart. UMC Primary Care Sunset clinic was successful with their performance improvement project.

REFERENCES

Agency for Healthcare Research and Quality. IDEAL Discharge Planning, Overview, Process and Checklist. https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy4/Strat4_Tool_1_IDEAL_chklist_508.pdf

Coleman, E. A., Chugh, A., Williams, M. V., Grigsby, J., Glasheen, J. J., McKenzie, M., & Min, S.-J. (2013). Understanding and Execution of Discharge Instructions. *American Journal of Medical Quality*, 28(5), 383–391. <https://doi.org/10.1177/1062860612472931>

Luther B, Wilson RD, Kranz C, Krahulec M. Discharge Processes: What Evidence Tells Us Is Most Effective. *Orthop Nurs*. 2019 Sep/Oct;38(5):328-333. doi: 10.1097/NOR.0000000000000601. PMID: 31568123.

