

Transition Readiness: Enhancing Patient Satisfaction with Discharge Education

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BACKGROUND

Discharge education is an invaluable component of patient's plan of care and transition readiness. Electronic Health Records (EHR) technology plays an integral role in the discharge process, which is known to improve time, accuracy, and patient satisfaction with discharge². UMC EHR has a Clinical References database that uses evidence-based education handouts through Up-to-Date and Kids Health.

Current practice is that clinicians must manually add these resources to patients' After Visit Summary (AVS), which takes time to review and customize for each patient.

Per Meaningful Use act, patient must have a minimum of one education handout attached to the discharge disposition (AVS)^{1,3}. In addition, according to the patients' satisfaction survey (HCAHPS), patients asking staff to provide more discharge education to feel prepared for discharge from the hospital.

Patient and Family Education and Zynx Care Plan Workgroups routinely review EHR reports. In 2025 Q3 & Q4 data shows that over 1,500 patients did not receive any patient education handouts through EHR upon discharge. See Graph 2.

PURPOSE

The goal of the project is to improve patients' discharge experience as evidenced by increased HCAHPS scores. In addition, another goal is to improve use of EHR educational resources and reduce number of patients who do not receive education in AVS.

The team decided to trial in one unit-5 South. The goals is to increase patient satisfaction with discharge education as evidenced by improved HCAHPS scores by 5% in 5 South by the end of 2026.

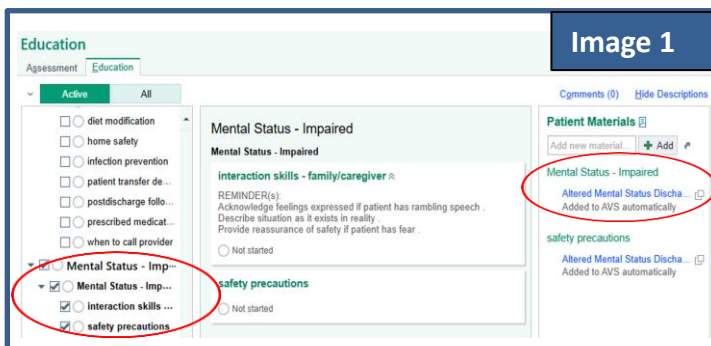
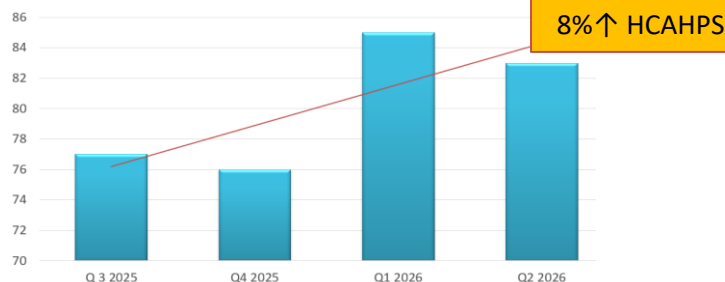


Image 1

5 South Discharge Education
HCAHPS 2025-2026

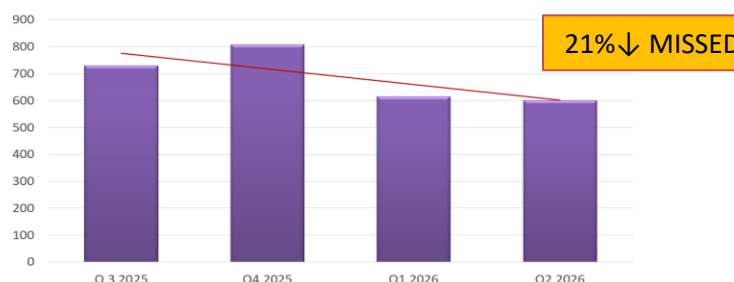
Graph 1



8%↑ HCAHPS

Missing Discharge Education
Handouts in AVS: 2025-2026

Graph 2



21%↓ MISSED

METHODS

Patient and Family Education Workgroup (PFEW) has presented the project to the Practice Council in January 2026 and partnered up with 5 South UBC to initiate this quality improvement project.

Research suggests that to improve patient's satisfaction with the discharge education it is beneficial to auto-add education in EHR⁵. Our team decided to initiate process of adding patient education handouts to care plans in mid-December 2025. Once the education is selected in the care plan, it auto-populates to an After Visit Summary (AVS). See Image 1.

5 South nurses have chosen top 10 common conditions patients present to their unit to focus our efforts in identifying most helpful teaching handouts and to auto-attach them to care plans related to those conditions.

PFEW collaborates with Zynx Care Plan workgroup monthly to review and update care plans for selected patient conditions and to approve education handouts that are best to auto-populate in AVS. The team also reviews quarterly EHR data reports on AVS use of patient education.

RESULTS

The team looked at Press Ganey HCAHPS data report on Discharge Information from Q3 & Q4 2025 and compared it to the 2026 first 2 quarters data. The data shown in graph 1 shows an **8% increase in patient satisfaction with discharge education on 5 South unit**.

EHR reports have also shown improvements in AVS use of patient education with **significant decrease in number of patients missing handouts by 21%** in first 2 quarters of 2026 comparing Q3 and Q4, 2025.

This project is in the initial stage of development, and more data will become available closer to the end of the year.

The PFEW and Zynx workgroups will continue analyzing data as it comes and evaluate improvements in HCAHPS for patient discharge education. The goal is to standardize the process hospital-wide to improve patient discharge experience.

The team members are meeting monthly to review and add more patient education handouts to specific care plans that would enhance both patient knowledge and preparedness to discharge from the hospital.

CONCLUSIONS

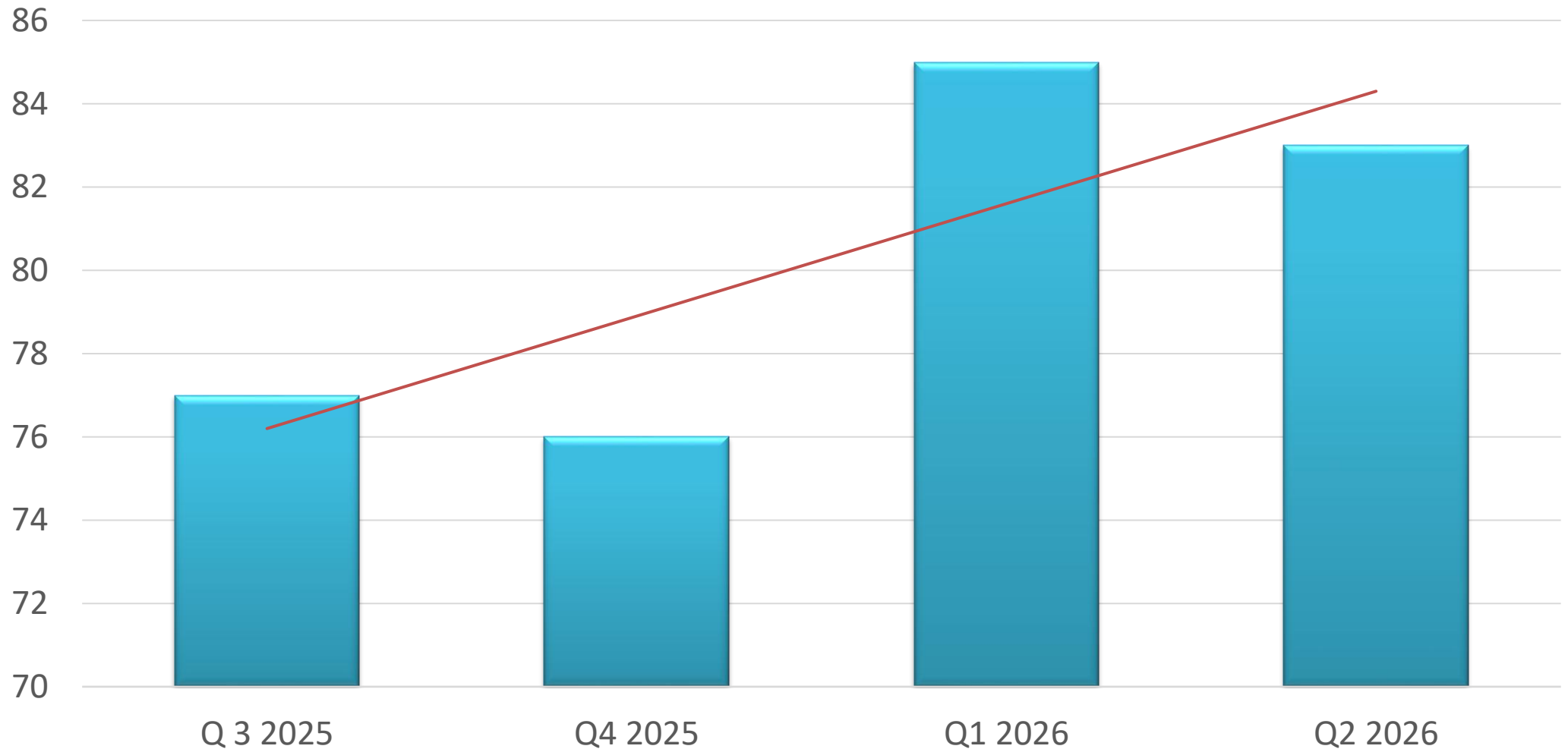
The team is working together with interdisciplinary partners, IT, and clinical staff to better use of education resources available in EHR platform. Even in initial stages of the project, there is a significant increase in patient satisfaction with discharge education in 5 South.

In the future, the goal is to raise the standard of discharge education hospital-wide and observe higher patient satisfaction with discharge knowledge and ultimately better patient outcomes.

REFERENCES



5 South Discharge Education HCAHPS 2025-2026



Missing Discharge Education Handouts in AVS: 2025-2026

