

Development of a Burn Patient Discharge Roadmap

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BACKGROUND

Discharge planning and education starts with admission and continues throughout the hospital stay until discharge home. Burn patients and their family are educated on multiple topics such as medications, adequate nutrition intake, range of motion, mobility, ambulation, and dressing changes. However, patients and families can still feel overwhelmed and confused of what to do once they are home alone without the support of the burn staff. These concerns have been verbalized by our discharged burn patients at the monthly Burn Survivor support group meetings.

PURPOSE

The goal is to help patients and their family members feel more confident and experience less anxiety throughout their hospitalization and after being discharged home.

METHODS

PDSA: Plan-Do-Study-Act method will be used to improve our discharge instruction process for patients to feel more confident upon discharge to home.

The Burn Center Unit Based Council formed a multidisciplinary team consisting of Burn nurses, Burn family therapist, Burn Dietician, Social Services/Case Management, Rehab services including Physical therapy, Occupational therapy and Speech therapy, along with burn outpatient clinic and Child life specialist for our pediatric patients.

The working group will identify specific topics for the roadmap, then develop specific educational short videos and written information with the assistance from our patient education council, along with our Marketing department to develop our videos and printed material.

The team reviewed the HCAHP scores, burn survivor comments and concerns voiced during the survivor group meetings with the Burn Therapist.

▶ Patient were always given instructions on their recovery / discharge
▶ 2023 Q3 100%
▶ 2023 Q4 91%
▶ 2024 Q1 90%
▶ 2024 Q2 96%
▶ Magnet Mean 86%
▶ Patients strongly agree that they understood their care upon discharge
▶ 2023 Q3 40%
▶ 2023 Q4 75%
▶ 2024 Q1 72%
▶ 2024 Q2 64%
▶ Magnet Mean 54%

The New discharge roadmap will consist of a one page educational information sheet containing QR codes that redirect patients to a Burn Specific library of short educational videos. Informational topics will cover burn injury, admission, discharge home and all the stops along the way.



REFERENCES

See Poster Author for references

IMPLEMENTATION

Multifaceted Development and Implementation

1. Roadmap stops:

- Identify the various Roadmap stops along the patient's journey.
- Each stop will have a QR code to scan with a smart device that takes them to a library of short educational videos on that specific topic.
- Corresponding folder with the printed education.

2. Development of specific educational **Epic smart phrases** for the discharge navigator under the headings of Diet, Activity, Follow-up appointment and miscellaneous information.

3. **Discharge Class:** offered to our Burn patients and their family members to attend within the week of planned discharge. Aims to review education from the roadmap, answer all questions, concerns, and identify areas of need prior to discharge.

4. **Burn Survivor Recognition hallway** with a painted inspirational wall mural. A **Firefighter Bell** on a mobile stand that once Burn Patients are discharged they and their family can celebrate their journey by ringing the bell.

CONCLUSIONS

Ongoing goals for the Burn survivor and their families to feel more confident and prepared to go home after a burn injury and re-enter into society. The Burn Center Unit Based Council will review the HCAHP scores quarterly, review any comments and concerns from the Burn Survivor Support group to adjust the discharge education and class as needed to continue to increase HCAHP scores to maintain greater than 95%.

