



Ogallala Community Hospital

5 Step Discharge Education Model

Leadership – system level

Increase Likelihood to Recommend Scores

Key Drivers

- Received correct treatment
- Understand next steps
- Kept informed

Who will drive this increase?

Patient Experience Team



Planning – system level

Patient Experience Team

Aligns with mission statement

- “Making healthcare easier, so life can be better”

The care being provided

- Straightforward
- Excellent
- Worry-free

Every staff has responsibility

Patient Experience Team – system level

Process of Identifying Need

Emergency Department Surveys

- Drill down
 - Survey results

Key drivers

- Did the Staff acknowledge me while I was waiting?
- Were you kept informed about the next steps in your care?
- Was the reason for your visit addressed?

Patient Experience Team – system level

Identifying the Stakeholders – facility level

Patient experience team member

- ED Manager
- ED Providers
 - Medical Director of ED
- ED RN's
- Senior Leadership Team

5 Step Discharge Education Model

Step 1: Reason for Visit



5 Step Discharge Education Model

Step 2 : Role of the ED



5 Step Discharge Education Model

Step 3 : Tests & Results



5 Step Discharge Education Model



**KEEP
CALM
HAVE A
SAFE
JOURNEY!**

Step 4 :
Safe to Leave

5 Step Discharge Education Model

Step 5 :
Next Steps



WHAT'S
NEXT STEP **YOUR** **?**

Results

- Key Drivers
 - Received correct treatment
 - **71.4%** in December 2016
 - **88.4%** in December 2018
 - Understand next steps
 - **50.5%** in December 2016
 - **90.7%** in December 2018
 - Kept informed
 - **40.7%** in December 2016
 - **88.6%** in December 2018



Results

Likelihood to Recommend Scores

65.8% in December 2016

81.1% in December 2018



Lessons Learned

- All key stakeholders must be invested
 - Medical Director
- Real time feedback
 - Observations
 - Teach-back method
- “Safe to go home”
 - “Safe to leave”

Sustainability

- Onboarding
 - Providers and RN's
- Additional 5 step discharge plans
 - Ambulatory
 - Multiple visits in one day
 - Inpatient

**THANK
YOU**