



Ogallala Community Hospital

# Quest for Excellence

## 5 Step Discharge Education Model

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# Leadership and Planning

- Patient Experience Team
  - Aligns with mission statement
  - Every staff has responsibility
- Likelihood to Recommend scores
  - Provide care
    - Dedicated
    - Excellent
    - Worry-free

# Process of Identifying Need

- Emergency Department Surveys
  - Drill down
    - Survey results
  - Key drivers
    - Staff acknowledged me while I was waiting
    - I was kept informed about the next steps in my care
    - The reason for my visit was addressed

# 5 Step Discharge Education Model

## 5 Step Discharge Education Model (Provider-Led)



### Reason for Visit

- Restate the reason for their visit



### Role of the ED

- Share that it is our role to diagnose any immediately harmful conditions



### Tests and Results

- Review any tests performed, and sometimes more importantly, what tests were NOT performed and WHY (ex. *Why you believe it is unnecessary to do a CT/MRI*)



### Safe to Go Home

- Explain why they are safe to go home, even if they are leaving in discomfort/pain



### Next Steps

- Share what the patient's next steps for follow-up should be after discharge

# Process Improvement Methods

- Define, Measure, Analyze, Improve, Control (DMAIC)
  - Data-driven
  - Quality strategy used to improve processes
- ED 5 Step Discharge Education Model
  - Stakeholders
    - ED Medical directors
    - RN's

# Results

- Likelihood to Recommend Scores
  - **65.8%** in December 2016
  - **81.1%** in December 2019
- Key Drivers
  - Received correct treatment
  - Understand next steps
  - Kept informed
- Integration of the discharge plan
  - Life without it

# Lessons Learned, Replicability, Sustainability

- Success
- Audits
  - Observe
  - Real time feedback
- Onboarding
  - Providers and RN's
- Additional 5 step discharge plans
  - Ambulatory
  - Inpatient