

Inova Fairfax Hospital

Centralized Discharge Process to Increase Patient Satisfaction and Safety

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Rhythms in Quality
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Objectives

Understanding and identifying four essential strategies to Discharge Coordination.

Identifying the benefits of a Discharge Coordinator.



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Background

- Decline in Patient Satisfaction scores and several “near missed” safety events
- Pilot program – December 2008.

Strategy

- New Role for a Staff Nurse
- Review of Patient Safety Needs.

Implementation

- Distribution of personalized teaching checklist
- Families review and selection of items on checklist
- Teaching the family based on their selections and vital info.

Implementation

- The Golden Ticket (Pink or Blue)
- Discharge phone calls.

Evaluation

- Improvement in patient satisfaction scores
- Excellence ranking rose from 66.6 to 81.3 percentile within 2 quarters of its inception
- **No serious safety events.**

Evaluation

- Adapted by other units
- Class for Spanish-speaking patients.

Implications for Practice (\$ and ¢)

- No need for an additional staff nurse
- A more effective use of the primary nurse's time
- Additional review of chart prior to discharge.

Adapting the program

**Is your unit right
for this program?**

Who is right for the role?

The discharge coordinator must be:

- High performer
- Self-motivator
- Knowledgeable nurse
- Courteous
- Well-respected.

Questions?

Contributors

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