Valuing Patient Feedback: Implementation of a Discharge Phone Call Practice in an Inpatient Psychiatric Hospital

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Introduction
Patient satisfaction is recognized as an indicator of quality care. Feedback from patients is crucial in improving processes and making changes to enhance patient care. It is important to involve and engage patients and caregivers in discussions surrounding patient care, providers, and other healthcare professionals. Collecting feedback during the discharge process provides healthcare professionals with the opportunity to identify areas for improvement and make changes that benefit the entire hospital and its patients.

Methods
The Vanderbilt Psychiatric Hospital in Nashville, TN implemented a new discharge phone call process in an effort to improve patient satisfaction. Post-discharge patient satisfaction feedback was obtained by telephone with the patient or caregiver. The feedback is reviewed by a nurse leader, and the information is shared with hospital administration and staff. The feedback is used to identify areas for improvement and make changes to enhance patient care.

Results
Patient feedback has been instrumental in improving processes and making changes to enhance patient care. The feedback process has been implemented in a manner that is consistent with patient-centered care and the recovery model.

Discussion
Patient feedback is an important component of quality improvement in healthcare. The implementation of a discharge phone call process has been successful in improving patient satisfaction and enhancing patient care. The feedback process has been instrumental in identifying areas for improvement and making changes to enhance patient care.

Conclusion
Patient feedback is an important component of quality improvement in healthcare. The implementation of a discharge phone call process has been successful in improving patient satisfaction and enhancing patient care. The feedback process has been instrumental in identifying areas for improvement and making changes to enhance patient care.