Use of a Discharge Checklist to Improve Patient Satisfaction

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Use of a Discharge Checklist to Improve Patient Satisfaction

Itzel De los Santos, BSN, RN & Nicole Paz, BSN, RN, CMSRN

Goal Statement: To improve patient satisfaction related to discharge overall score on Press Ganey survey.

- March 2017, 3 South Unit Based Practice Council implemented a PI project with interventions targeted to improve Press Ganey patient satisfaction “DC Overall” score.
- Plan made to develop discharge checklist that included components found in the literature for use with patients & families to keep updated on discharge process.
- Plan to educate end-users, 3 South nurses, about checklist to get buy-in.
- Plan for checklist to be used upon admission, at change of shift and throughout stay.

Anticipated improvement reached:

- Continue to hardwire use of discharge checklist upon admission and throughout stay to update patient and family on discharge process.
- Continue to monitor Press Ganey patient satisfaction score with “Discharge overall”.

Figure 1. English discharge checklist

Figure 2. Spanish discharge checklist

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