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Effective Discharge Teaching Impacts Patient Experience

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Background / Significance

- Hospital Consumer Assessment of Health Care Providers and Systems (HCAHPS) "Discharge Information" score is used in measuring CMS star rating, Hospital Value Based Purchasing Program and Leapfrog Hospital Safety Grades.
- HCAHPS scores affect the hospital's reimbursement and reputation. Health Systems Priority Imperatives in the next three years is to improve Quality, Safety and Patient Experience.
- In the past three years, one South Florida hospital's HCAHPS "Discharge Information" score was below benchmark of 90%.

Purpose / Goals / Objectives

- This project aimed to improve the discharge education patient experience through a multifaceted approach supported by evidence-based practice teaching method.

Methods / Implementation Plan

In June 2022, an interprofessional team strategized to improve patient understanding and confirmation of discharge (DC) instructions.

On a pilot med-surg unit, staff were given in-services on ways to improve the patient and family's understanding of discharge instructions.

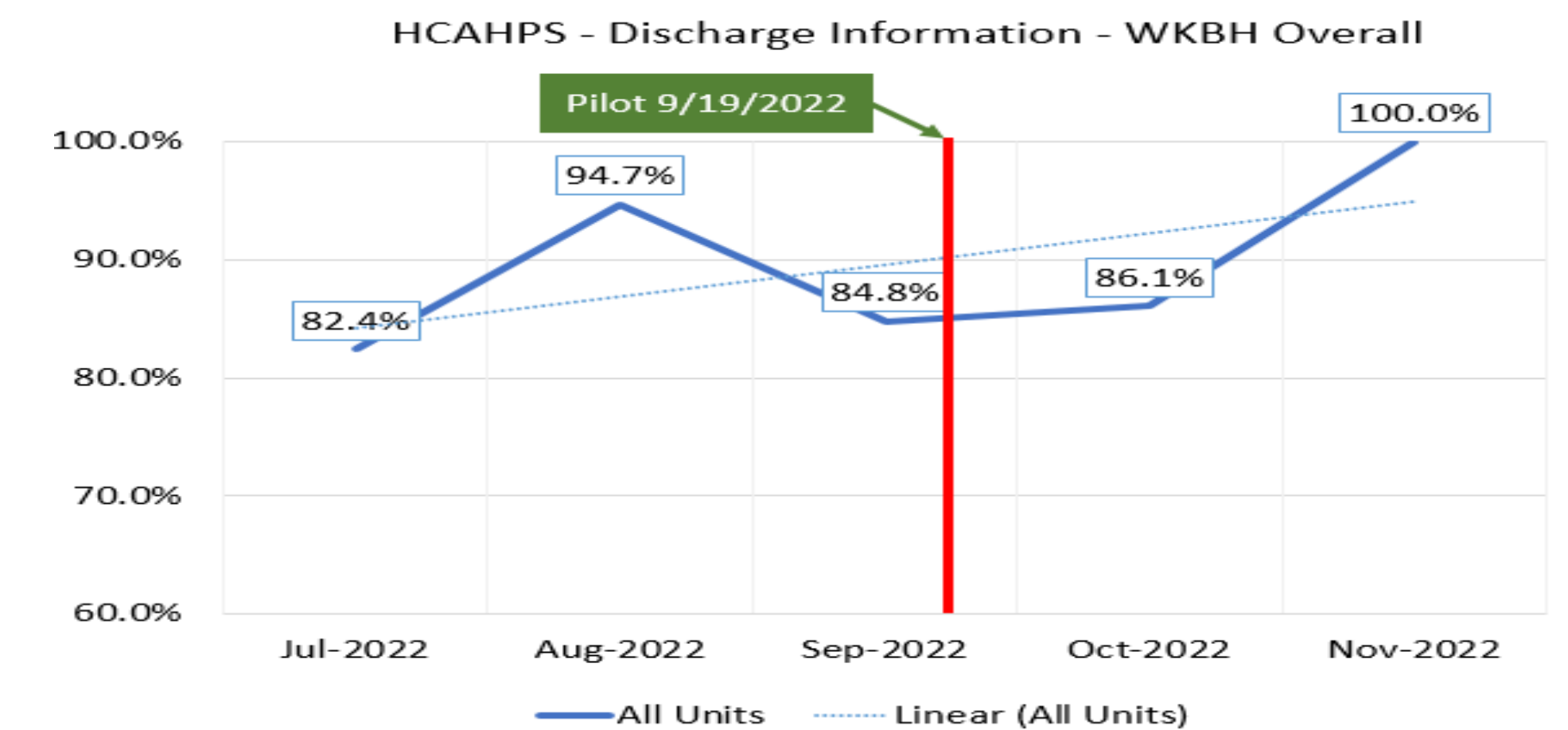
A discharge process interventions guide was placed on each nurse's workstation on wheels.

All nursing staff completed an online module on the "Teach Back Method", an evidence-based practice education technique.

- The guide prompted nurses to:
- Use "Teach Back Method"
 - Provide verbal and written education in patient's preferred language
 - Include patient's caregiver in DC education
 - Use a highlighter to mark the primary diagnosis, signs and symptoms, "contact health care provider if" section, and any other pertinent information in the printed education
 - Provide patient with instructions to access patient portal

Results / Outcomes

- Prior to implementing initiative in September 2022, HCAHPS "Discharge Information" score was 84.8%.
- Post-implementation, the score rose to 100%.
- Scores greater than the 90% benchmark have been maintained for two quarters.



Discussion

- By validating patient and family understanding of discharge education through use of "Teach Back Method" evidence-based intervention, and by increasing nursing knowledge of HCAHPS components, patient experience improvements can be realized, with potential for improved clinical outcomes.

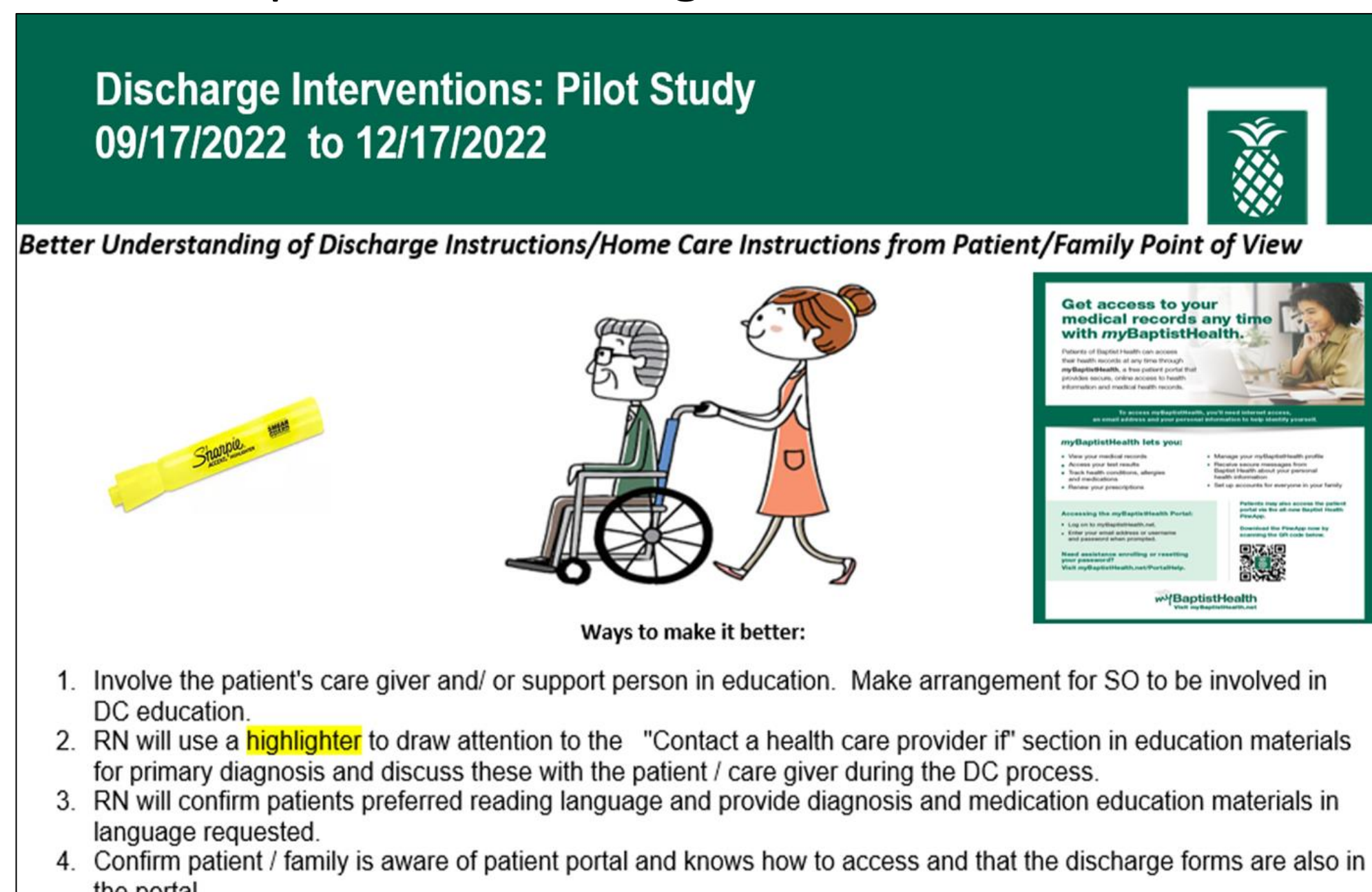
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- Yen PH, Leasure AR. Use and Effectiveness of the Teach-Back Method in Patient Education and Health Outcomes. Fed Pract. 2019 Jun;36(6):284-289.



Discharge Interventions: Pilot Study
09/17/2022 to 12/17/2022

Better Understanding of Discharge Instructions/Home Care Instructions from Patient/Family Point of View



Ways to make it better:

- Involve the patient's care giver and/ or support person in education. Make arrangement for SO to be involved in DC education.
- RN will use a **highlighter** to draw attention to the "Contact a health care provider if" section in education materials for primary diagnosis and discuss these with the patient / care giver during the DC process.
- RN will confirm patients preferred reading language and provide diagnosis and medication education materials in language requested.
- Confirm patient / family is aware of patient portal and knows how to access and that the discharge forms are also in the portal.