

PRC BEST PRACTICES

Caring for Self at Home/Discharge Instructions

Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at info@prccustomresearch.com.

SURVEY QUESTIONS

Instructions for Care at Home: How would you rate the instructions provided by the staff about how to care for yourself upon completion of your test or treatment?

Instructions for Care at Home: How would you rate the instructions or explanations provided about caring for yourself at home?

Discharge Instructions: How would you rate the instructions provided by the staff about how to care for yourself after discharge from the emergency room?

Response options are:

Excellent Very Good Good Fair Poor

IDEAS

- Implement a “take one more minute” approach when discharging a patient to make sure all instructions are covered and all questions are answered.
- Conduct discharge phone calls 1-2 days after discharge to make sure the patient is clear on the instructions, was able to get any prescriptions filled, and had questions answered.
- Make a follow-up call 7 days after discharge to find out if the patient is experiencing any symptoms that warrant their need to return to the hospital, if there understand their medications, and if there is anything in general that can be done to help them with their recovery.
- Use discharge envelopes or folders to contain all discharge paperwork in one location for patients going home.
- In the Outpatient Surgery setting, initiate the practice of assigning a dedicated discharge nurse to each patient. The nurse will continually monitor the patient, answer questions, collaborate with physicians on follow-up care, and review instructions. This shortens the wait for paperwork to be completed, helps decrease patients having to hear repeated instructions from multiple caregivers, and prevents patients waiting for a nurse to finish with another patient. The dedicated discharge nurse provides assurance that the patient has met all medical criteria for discharge, has received full and complete instructions, and can be released to home in a respectful period of time.



- Include discharge instructions with expected outcome information in the pre-admission assessment. The patient gets information about what to expect and how to prepare prior to having the procedure.
- In the Urgent Care setting, patients often are referred to a specialist. In these cases, a dedicated nurse securing a timely referral with the appropriate specialist before the patient leaves is a simple task but one that is very valuable.
- Conduct hourly rounding to create opportunities for questions to be asked and answered.
- In the lab setting, distribute discharge instruction cards which remind/explain about the procedure and what to do in various instances such as: expect bruising, leave the bandage in place, apply pressure to blood draw site to minimize bleeding.

TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:

Visit www.prceasyview.com for data updates.

PRC's "EasyView to You" feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC's PRCEasyView® Support Team at 1-800-547-9584.

THANK YOU FOR PARTNERING WITH PRC!

