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Improving the Preparedness of Discharge Education for Patients on the Bone and Joint Center

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Improving the preparedness of discharge education for patients on the Bone and Joint Center
Angie Moscho, MSN, RN, ONC
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Project Goals

- Enhance the teaching needs by the staff on the Bone and Joint Center to increase patient’s preparedness for discharge
- Increase overall discharge FY12 score of 84.40% to 86% by Quarter 1 of FY 13
- Increase the question Extent to which you felt ready to be discharged from 85.87% to 86%

Objectives

- Develop a script to present to RN’s, LPN’s and PCA’s on what their focused teaching responsibility is for each shift.
- Present a process to all RN’s, LPN’s and nursing assistants for discharge instructions to be presented to patient and/or their family members throughout the entire hospital stay
- Implement project process on September 4, 2012.
- Compare patient satisfaction scores from September 4-October 4 with scores from FY 12-Q4

Evaluation – Patient satisfaction Scores

Core questions
FY 12 Quarter 4 - 84.40
Scores through September 29 - 86.95

Extent to which you felt ready to be discharged
FY 12, Quarter 4 - 85.87
Scores through September 29 - 84.91

References