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

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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

Press Ganey Scores-2012

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