



Sending Them Home Prepared

Well-Executed Discharge Instructions and the
Patient/Family Experience



Overland Park

REGIONAL MEDICAL CENTER

HCA *Midwest* HEALTH SYSTEM®



Active Level II Trauma Center



71



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**Johnson County's *ONLY*
Trauma Center**



High Risk Women's/Child Care



The Delivering Physicians of Overland Park Regional Medical Center

We Deliver.



Midwest Women's Care provides exceptional care for all stages of your life.

- Prenatal and obstetrical care for routine pregnancy, including prenatal testing.
- Childbirth preparation including prenatal, breastfeeding, newborn and sibling classes.
- Certified lactation consultants and support programs.
- High-risk maternal fetal medicine offering advanced care for mothers and babies with high-risk pregnancy complications.
- **The area's largest and most advanced Level IIIb Neonatal Intensive Care Unit.**



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Midwest WOMEN'S CARE



Critical Care at Critical Times



Photo by Paul Lynch

- The area's largest and most advanced Level IIIb Neonatal Intensive Care Unit.
- The only hospital with a dedicated unit treating mothers and babies with high-risk pregnancy complications.
- Home to the HCA Midwest Neonatal Transport Team, responding to the needs of premature or critically ill babies in the region.



**Time
is of the
Essence!**



Someone suffers a stroke
every 45 seconds
and **every 3.1 minutes**
someone dies from a stroke.

Prompt treatment
may mean no
permanent side
effects, so call 9-1-1
if you feel any of
the warning signs
of stroke

Stroke Warning Signs

- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden, severe headache with no known cause

Not all these warning signs occur in every stroke.
If some start to occur, don't wait. Get help immediately!
Stroke is a medical emergency – Call 911!

Source: American Stroke Association, www.strokeassociation.org | 1000 12/10/08



Quality

- Fully Accredited
 - Stroke Center
 - Chest Pain Center
 - Breast Care Center

← Emergency



A Top Performer in the Nation!

The Joint Commission's Top Performers on Key Quality Measures™ (Cont'd)



Hospitals by State	City	Heart Attack	Heart Failure	Pneumonia	Surgical	Children Asthma
Illinois (Cont'd)						
Oak Forest Hospital of Cook County	Oak Forest		✓			
Advocate Lutheran General Hospital	Park Ridge	✓	✓		✓	
Pekin Memorial Hospital	Pekin	✓	✓	✓	✓	
Red Bud Regional Hospital, LLC	Red Bud			✓	✓	
Genesis Medical Center, Illini Campus	Silvis		✓	✓	✓	
Indiana						
Bluffton Regional Medical Center	Bluffton			✓	✓	
Dupont Hospital	Fort Wayne			✓	✓	
Lutheran Musculoskeletal Center	Fort Wayne				✓	
Dukes Memorial Hospital	Peru			✓		
Terre Haute Regional Hospital	Terre Haute	✓	✓	✓		
Iowa						
Alegent Health Mercy Hospital	Council Bluffs	✓		✓	✓	
Keokuk Area Hospital	Keokuk			✓		
Kansas						
Overland Park Regional Medical Center	Overland Park	✓	✓	✓	✓	
Saint Francis Health Center, Inc.	Topeka	✓	✓	✓	✓	
Robert J. Dole VA Medical Center	Wichita		✓	✓	✓	
Kentucky						
St. Joseph Health System, Inc.	Berea				✓	
Crossroads Regional Hospital	Randolph County			✓	✓	



We value

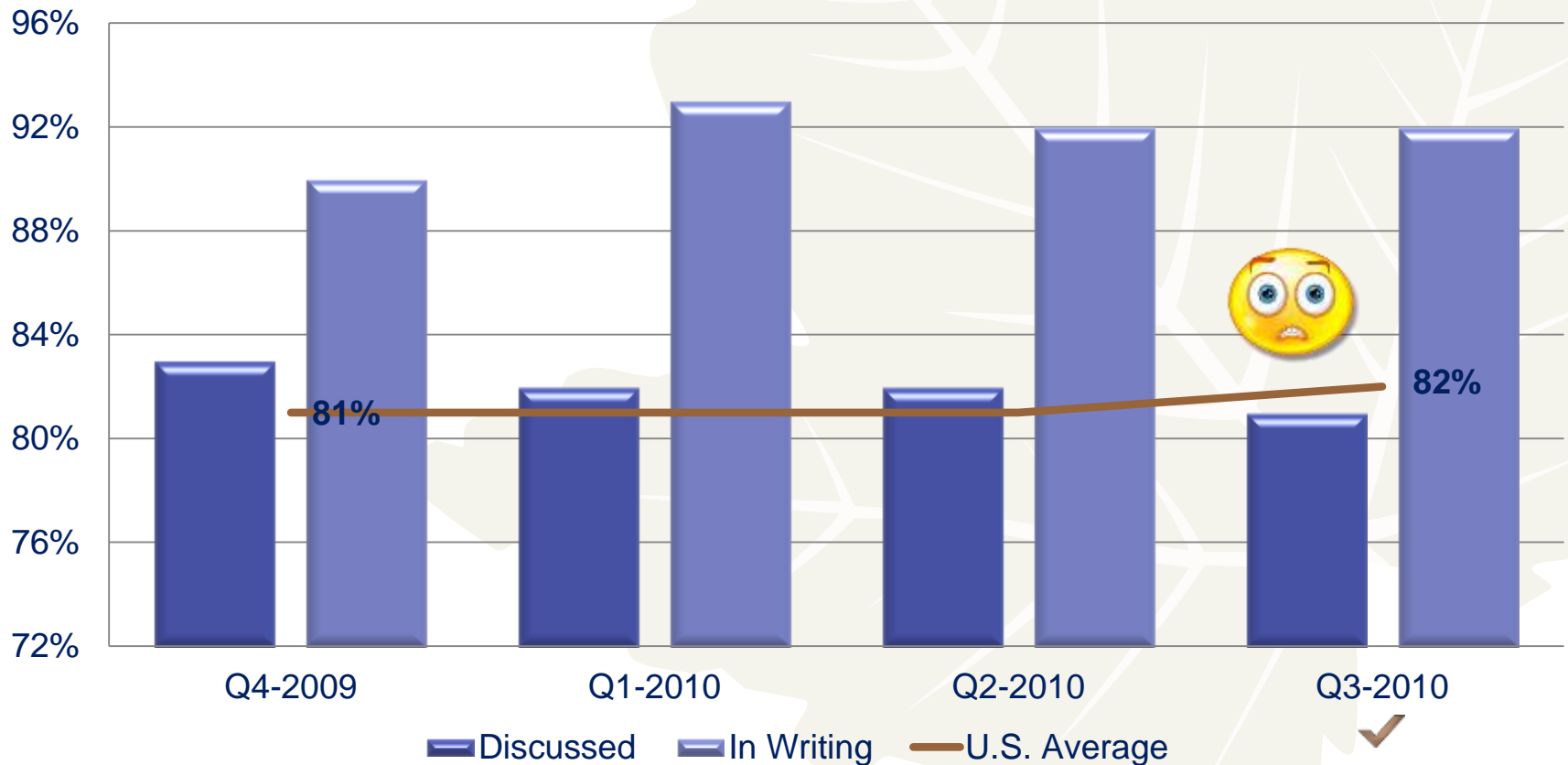
. . . High Quality

. . . Safe Patient Care

Striving to achieve...*always*

Our Journey Began with Data

Discharge Information



Service Excellence Team



Gay Nord, CEO; Cris Rivera, COO; Caroline Corich, CNO; Chrystn Eubanks, RN-Cardiac Telemetry; Deborah Smith, EVS; Jack Rosenfield, Volunteer and Volunteer Board Chair; Lindsay Burns, RN-Ortho/Neuro/Trauma; Rob McEver, Director-Med/Surg; Cathy Denesia, Director-Quality

It's not Our Journey . . .

It's the patients' and families'

Ideal journey is...

Safe, Secure,
Extraordinary

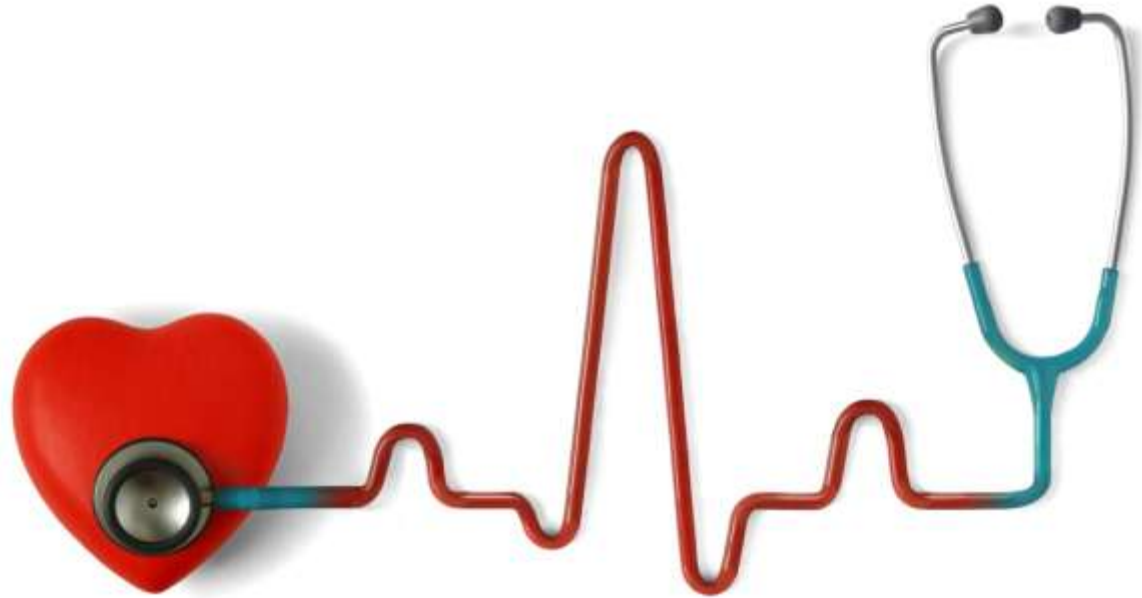


Patients and families say:

“I got the care I needed when, where and how I wanted and needed it.”

Strengthening Patient/Family Experience

October 2010 – a renewed focus



StuderGroup

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Through the Patient's Eyes

Patient involvement in deployment of systematic processes.

“Aha” moments from patients that give purpose to our processes:

- **Involve the patient in bedside report:** *“Talk with me, not at me. This makes me feel empowered to participate in my care.”*
- **Patient shadow experience:** *ask comfort questions upon arrival to unit including bathroom and food needs.*
- **Invite a former patient to audit transfer process:** Everyone is important to the patient's experience: *“you are not just the transporter, you are the person who will keep me safe during my transfer.”*
- **Involve patient advisor on service excellence committee:** *“Too many acronyms. “Say this not that”*
- **Ask patients what is meaningful to them:** *“I can't tell you how scared I was. How was I going to remember everything. Having the handout (Krames) helped a lot, and I made sure it went right into my envelope.”*



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The Patient's Journey to Discharge

- Begins with the end in mind
- Continues with meaningful information
- Ends with final notes
- Carries on past the hospital stay



Preparing for Discharge: Happens in the Beginning

- The admitting nurse discusses with patient:
 - White Board Communication
 - Discharge date and time
 - Mutual goals
 - Information shared

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Patients Preferred Name: Mrs. Smith

1. Does Patient want to participate in hand-off? Y N
2. If Patient wants to participate in hand-off, does Patient want to be woken if asleep? Y N

Today's Date: MON TUES WED THURS FRI SAT SUN
January 25th, 2011

Room # 4811-A Telephone # 913-541-5452

Nurse Rachel #5621 Physician Dr. Sabih

Care Technician Lindsay #493 Catering Associates Chris #4752

★ Charge Nurse Erica #10813 Housekeeping Deb #4412

Pain Management is our goal!!!
Pain goal is: 3 Next pain med (if needed) is due at: 12:00

What are your top 2 goals?
1. Wait in hall until today
2. tolerate regular diet

Family concerns or Contact Numbers: Sue #913-555-6287
4 sister

Case Manager:
Anticipated Discharge Date/Time: 1/26 - 1400

Patients Preferred Name

1. Does Patient want to participate in hand-offs? Y N

2. If Patient wants to participate in hand-offs, does Patient want to be woken if asleep? Y N

Today's Date: MON TUES WED THURS FRI SAT SUN



Room #



Telephone #

Dial "9" for outside line



Nurse



Physician



Care Technician



Catering Associates



Charge Nurse



Housekeeping

Pain Management is our goal!!!



0 - 1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10

Pain goal is:

Next pain med (if needed) is due at:

Family concerns or Contact Numbers

What are your top 2 goals?

- 1.
- 2.

Case Manager:

Anticipated Discharge Date/Time:

Preparing for Discharge: Continues with Meaningful Information

- **Bedside Handoff**

- Patient involved;
Family, too, if okay with
patient

- Discharge date and
time reviewed

- Mutual goals reviewed
and adjusted if needed

- Questions answered



My Hospital Story . . .

- Contains information patient wants and needs to know
 - Patient education sheets on tests, medications, health articles, diet, etc
 - Contents referenced during change of shift hand off
 - Paper and pencil for patient's notes and questions



Adding the Patient's Voice



Under Construction

My Hospital Care Card

Physicians Got Involved, Too



My Hospital Care

My Primary Doctor at Overland Park Regional Medical Center is DR. _____	Admitting me on _____ For _____
---	--

My Other Doctors:	Specializing in:	Are seeing me for:	And treating me with:

I am ready to leave Overland Park Regional Medical Center on _____

1. Physician communication is important to *your* care and outcomes. Did your doctors hear what you had to say about your problems?

2. Do you understand what you were treated for?

Questions I have for my doctors:

OUR HOSPITALIST TEAM!

Preparing for Discharge: Ends with Final Notes

- On the day of discharge
 - Discharge instructions
 - Discharge education
 - Medications list
 - My Hospital Story



The Journey Continues . . .



- Discharge Phone Calls
 - Started this month
 - Inpatient, ED, SDS
- Questions focus on
 - Follow-up appointments
 - Medications
 - Special Care Instructions

The Patient's Journey to Discharge

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Consistent Leadership Practices are Key



Patient Rounding

Employee Rounding



Our Formula

tighter alignment of practices

+

patient engagement

+

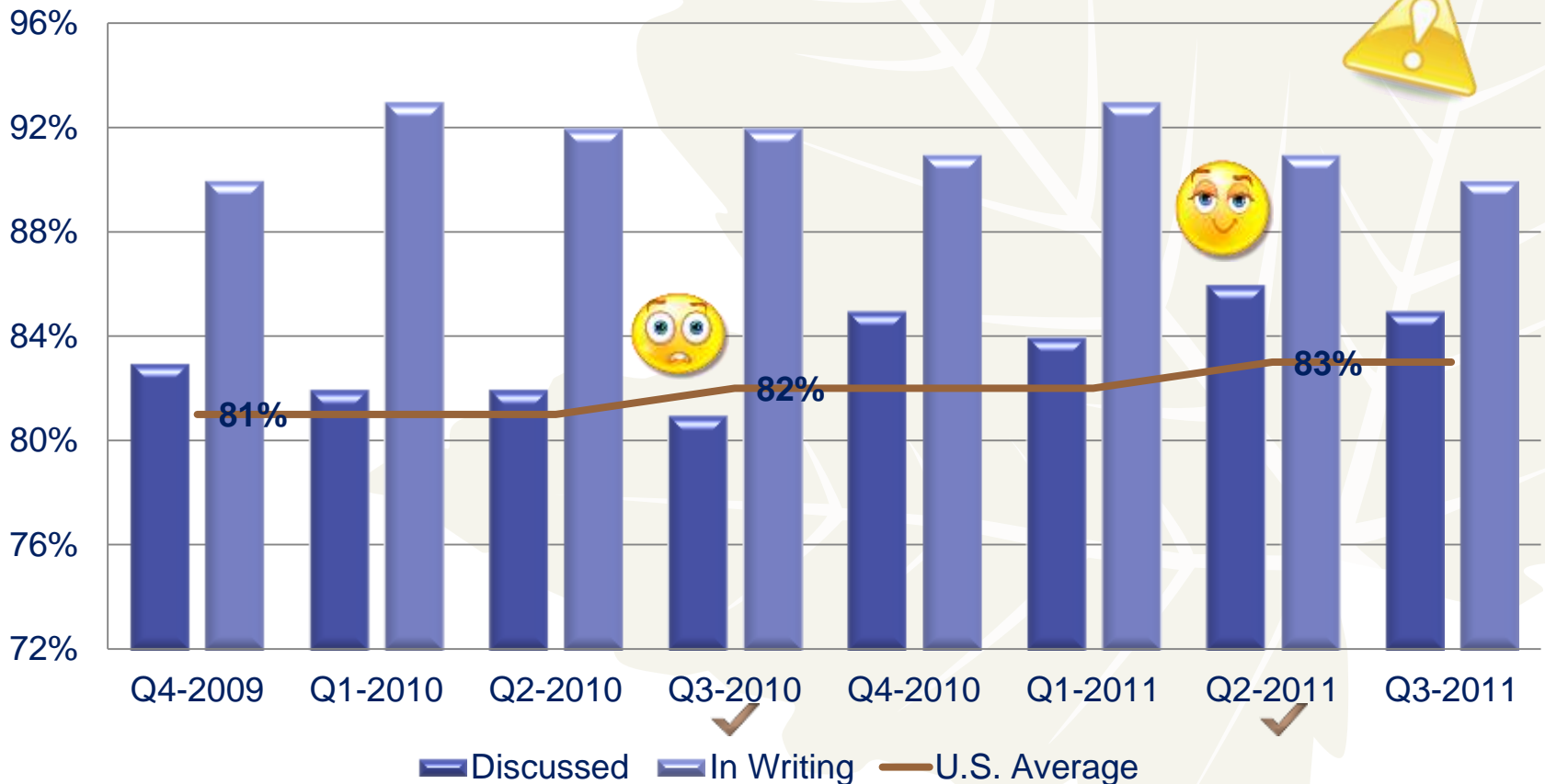
consistent leadership

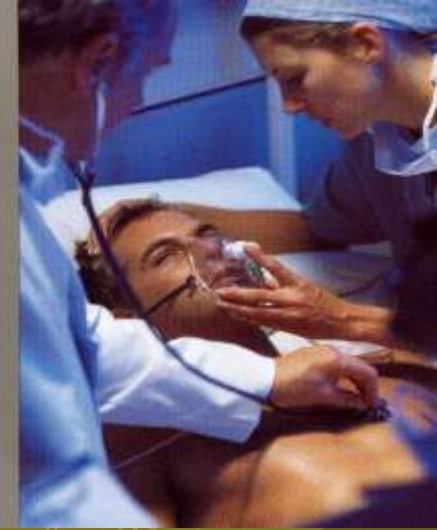
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well executed discharge experience

So, here we are now . . .

Discharge Information





*Overland Park Regional Medical Center
Mission Statement*

Together We Touch Life

Thank You!

