

Providing Complete Discharge Instructions to the Heart Failure Patient

Team:

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**Heart Failure Quality Team made up of: Physicians,
PA's, NP's, Staff / Office Nurses, Clinical Managers,
Care Management, Bed Management, Pharmacists,
CNS, HF Clinic Staff, Coding**

... our journey

Primary Customers

- CHF Patients
- Physicians / Staff
- Community

Each has expectations of us:

- The **Heart Failure patients** expect to be informed about how to care for themselves after their hospital stay
- **Physicians and staff** expect to have tools that streamline documentation and support quality care
- The **community** expects to consistently receive high quality patient care that prevents readmissions and unnecessary costs.

Aim Statement

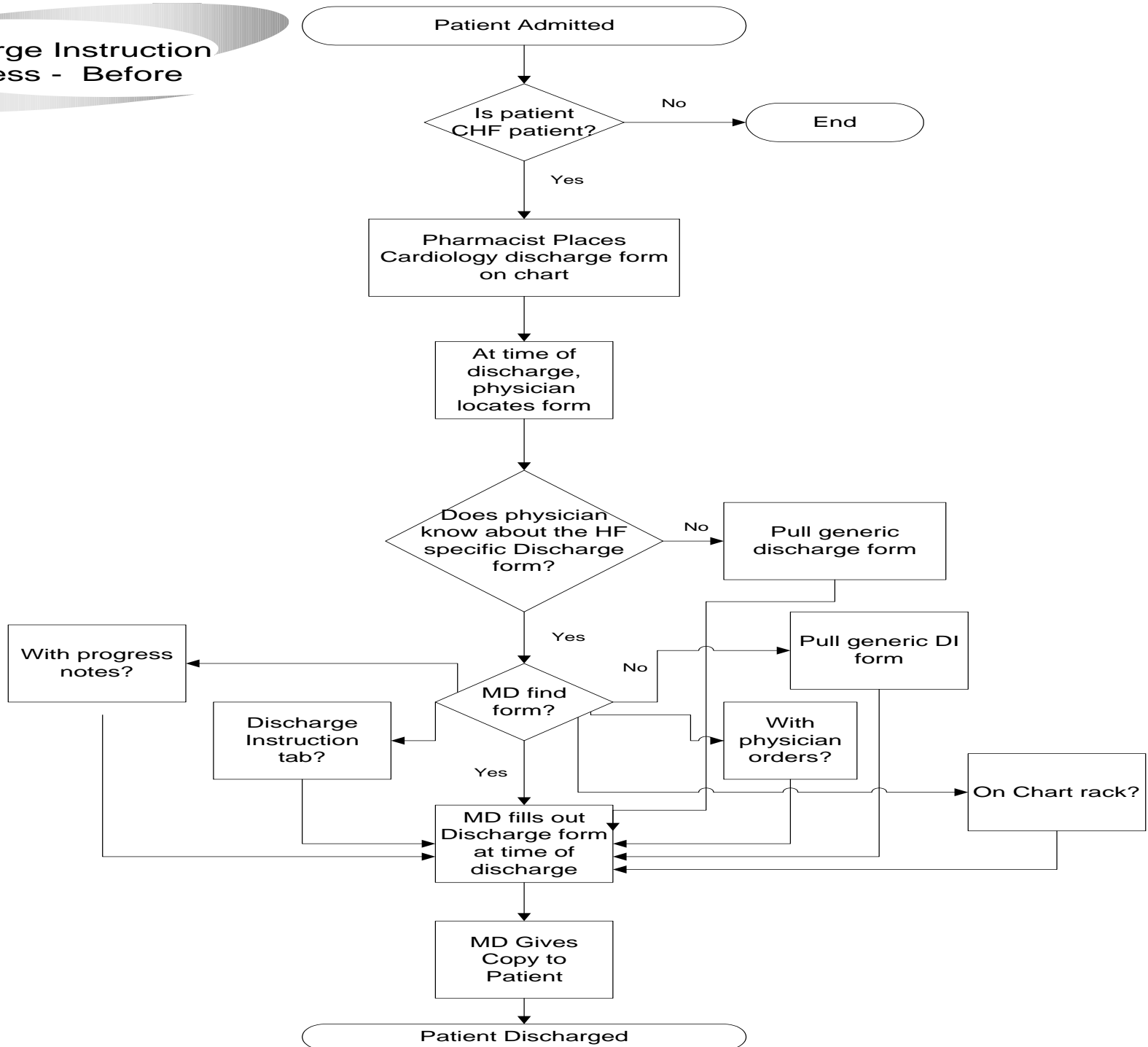
By 12/31/04, Spectrum Health (Grand Rapids, MI) will improve the documentation of discharge instructions for the heart failure patient from 30% to 80% based on the following discharge criteria as defined by JCAHO:

- Activity Level
- Diet
- Discharge Medications
- Follow-up appointment
- Weight Monitoring
- What to do if symptoms worsen

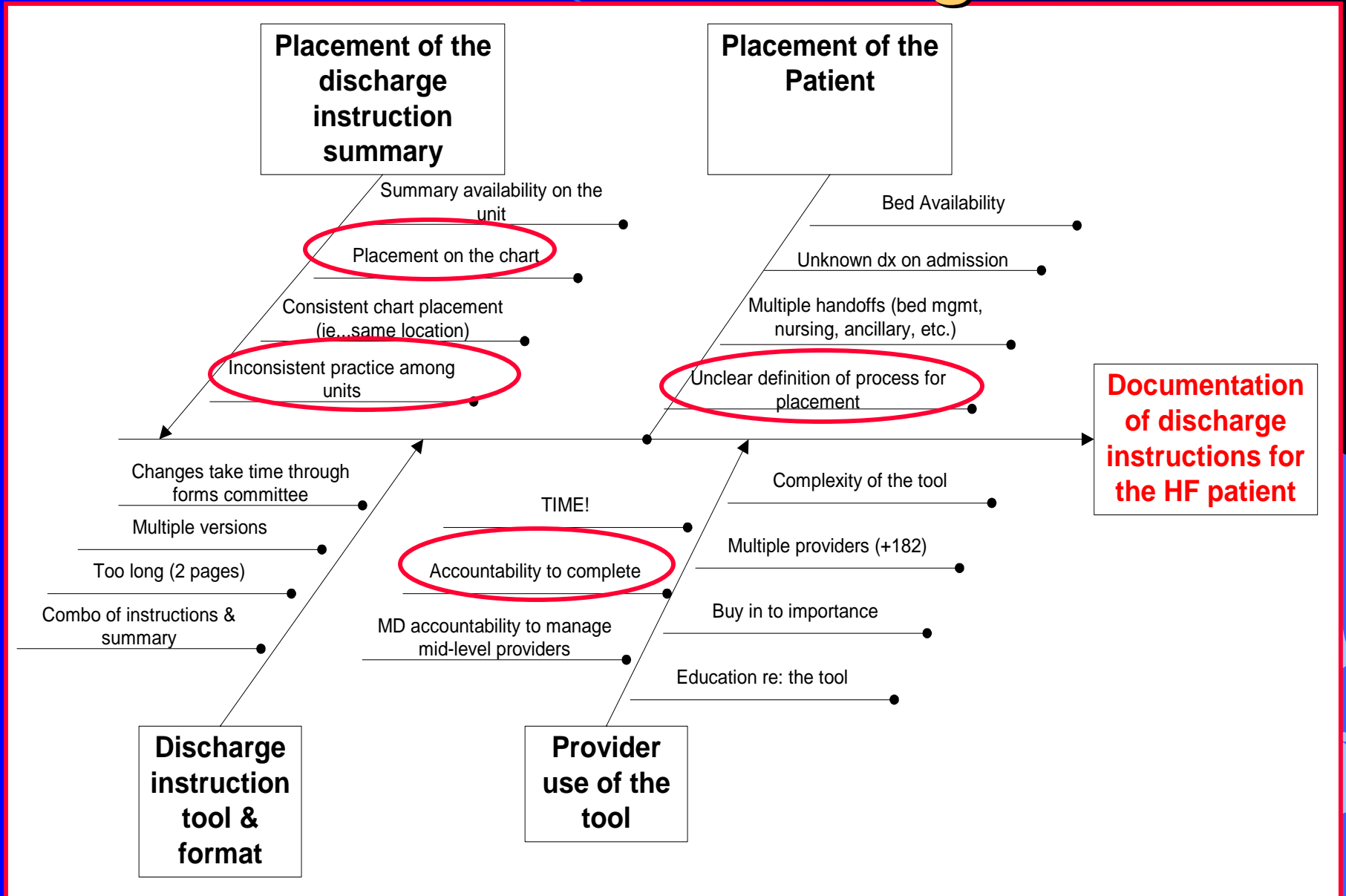
Why Focus on Discharge Instructions?

- Improve patient care
- Heart failure education for patients = improved compliance with treatment plan and decreased readmissions
- JCAHO measures – publicly reported
- Very low compliance rate re: documentation of discharge instructions

Discharge Instruction Process - Before



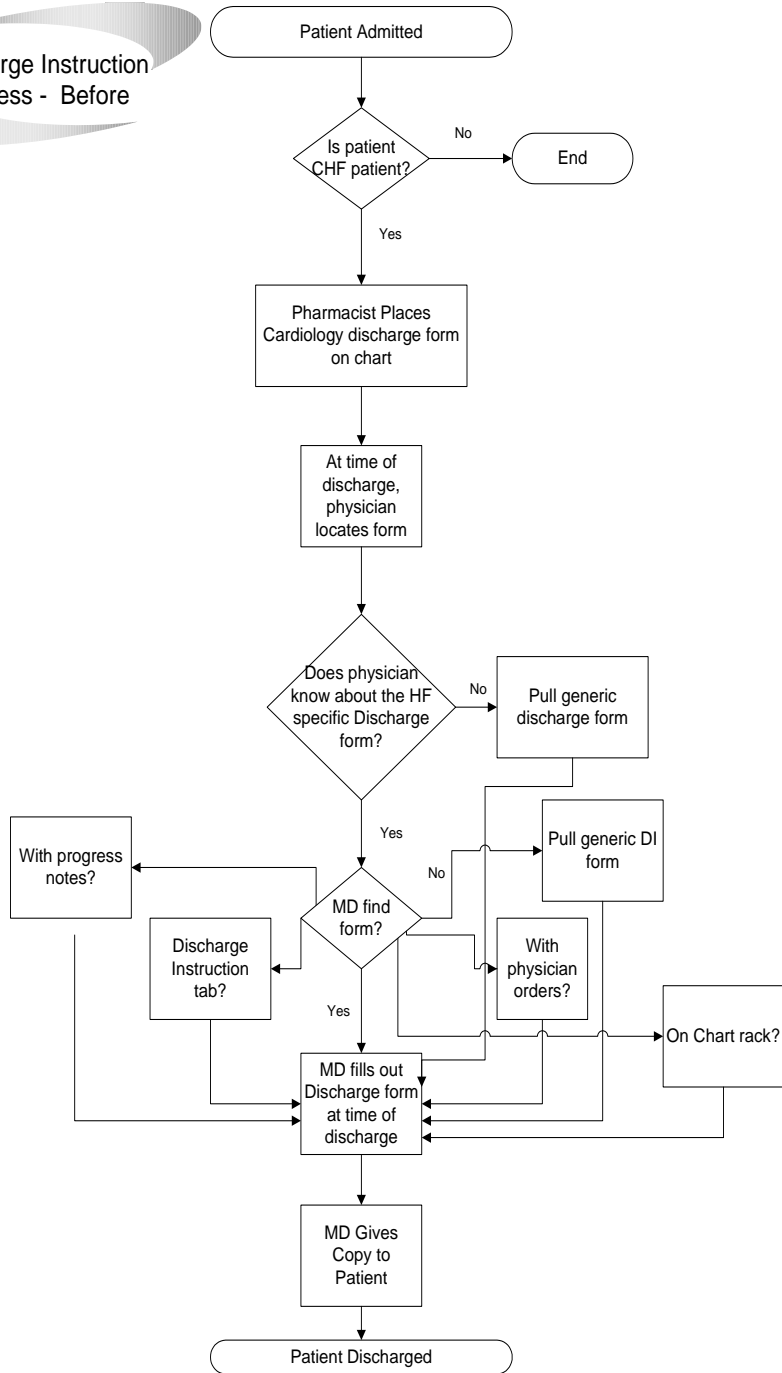
Cause & Effect Diagram



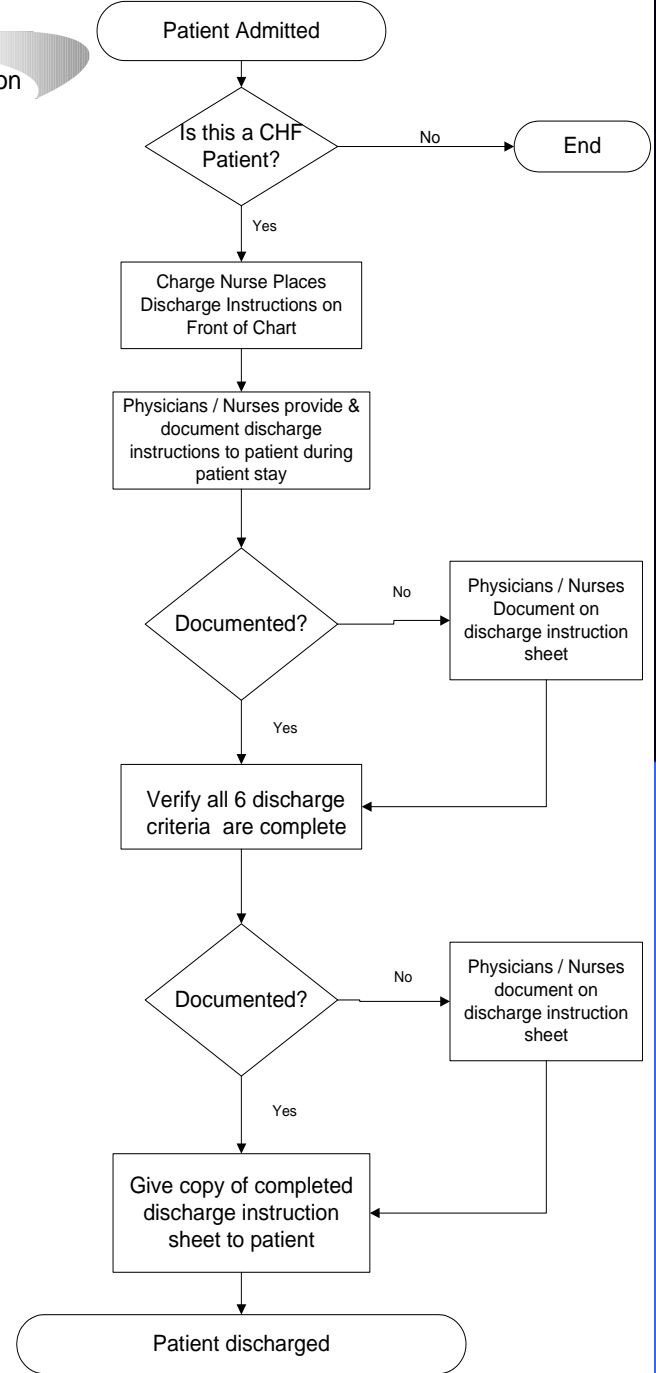
Strategies Implemented

- Educated physicians, residents, nurses, care management
- Clarified appropriate placement for HF patients
- Profiled physician performance
- Implemented multidisciplinary approach to completion of discharge form
- Developed pocket card for nurses with key phrases
- Placed discharge form in front of the chart
- Shared data

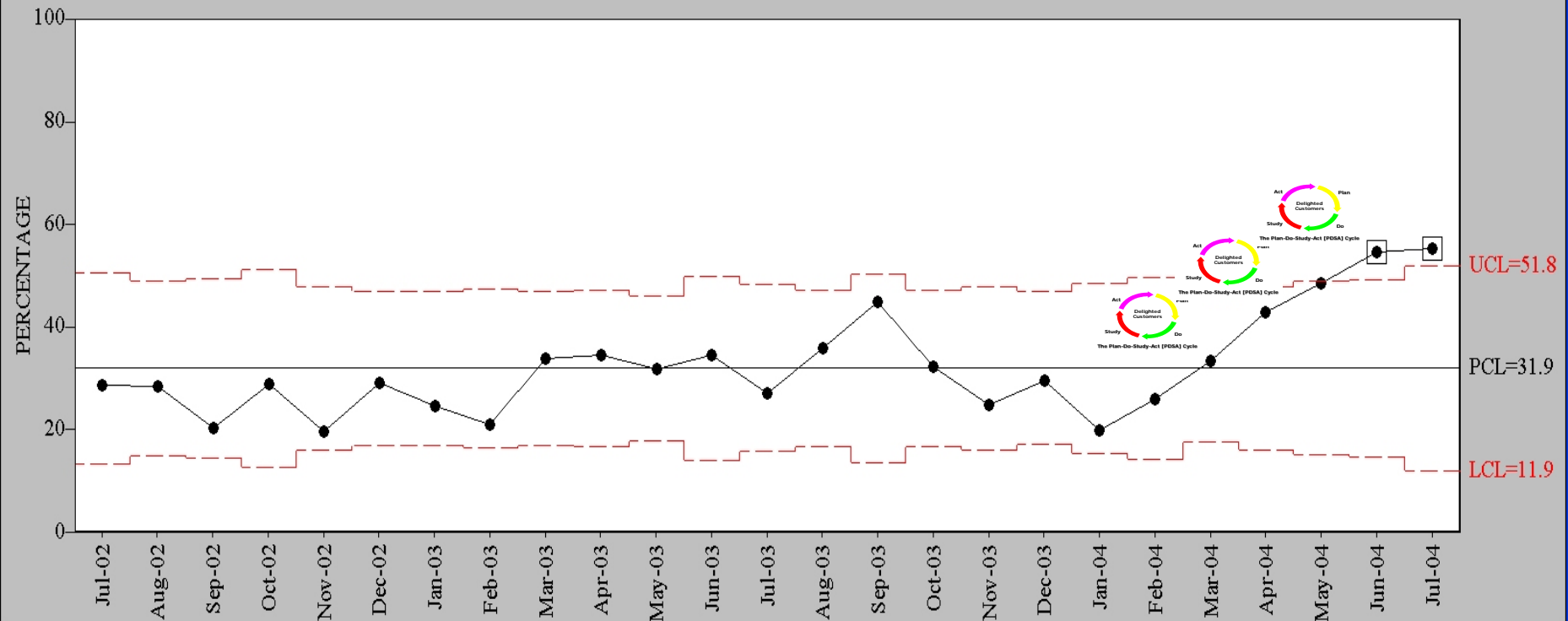
Discharge Instruction Process - Before



Discharge Instruction Process - After



Discharge Instructions-All 6 Components Spectrum Health Heart Failure Patients



Jan-04

- Order set packets used on 4D

Feb-04

- Revised admission orders

Mar-04

- Presented physician data on order set usage

April-04

- Focus group with providers
- Increased involvement of Care Management
- Consistent placement of patients on units

May-04

- Education session on care of HF patient

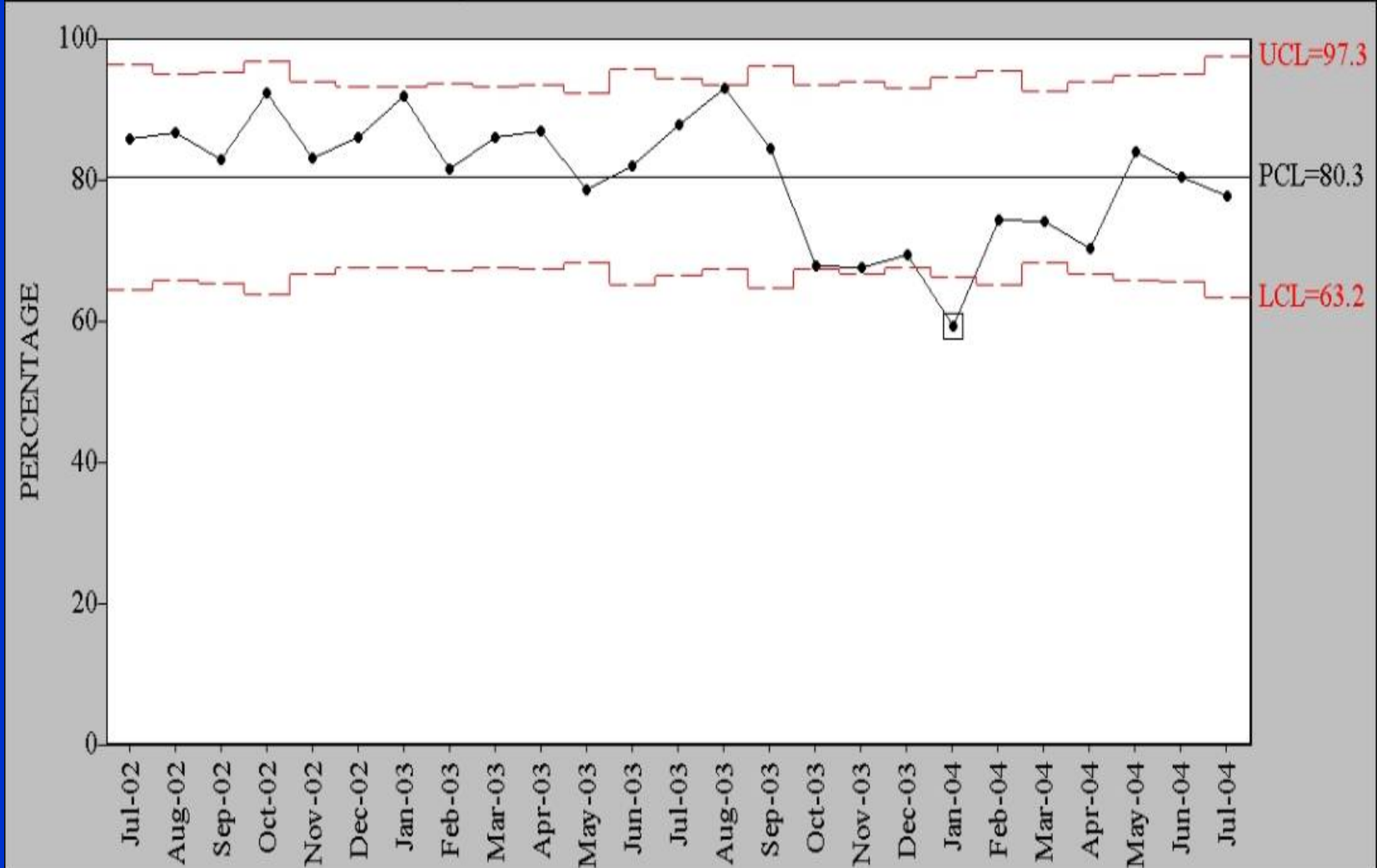
June-04

- Education session on care of HF patient
- Involved staff in placement of orders sets on chart triggered by BNP

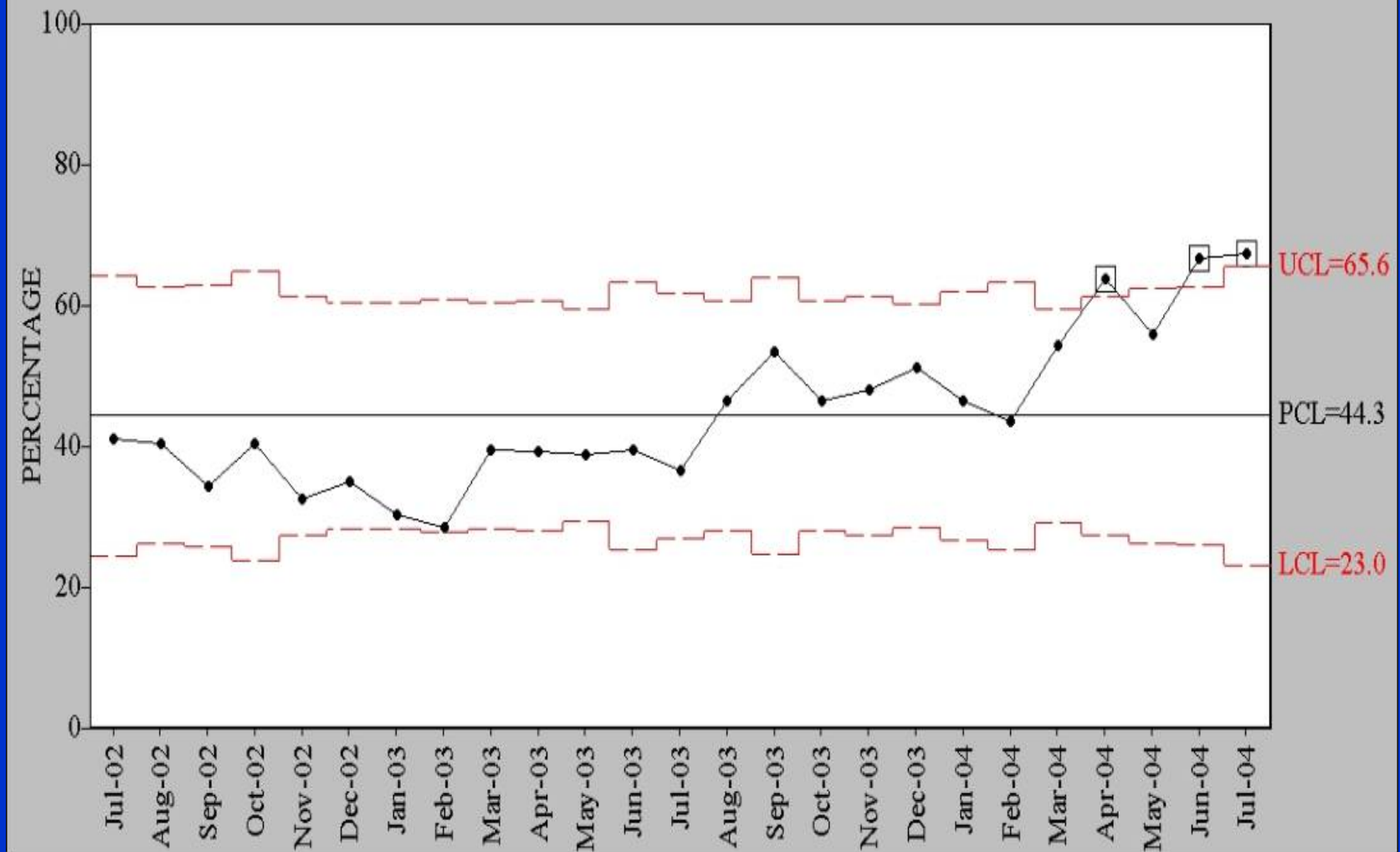
July-04

- Develop fishbone diagram of discharge process
- Flow chart discharge process

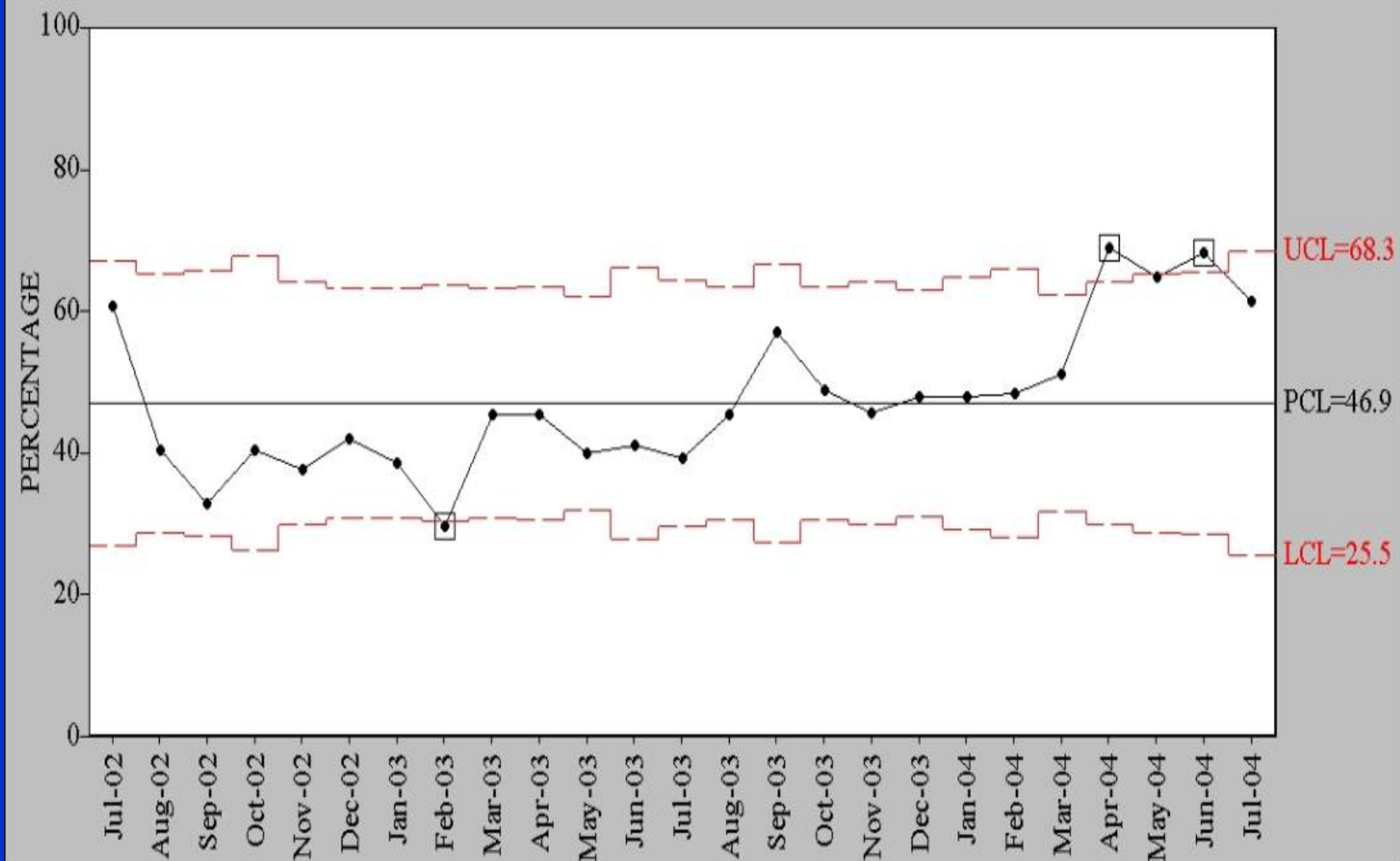
Discharge Instructions for Activity Level Spectrum Health Heart Failure Patients



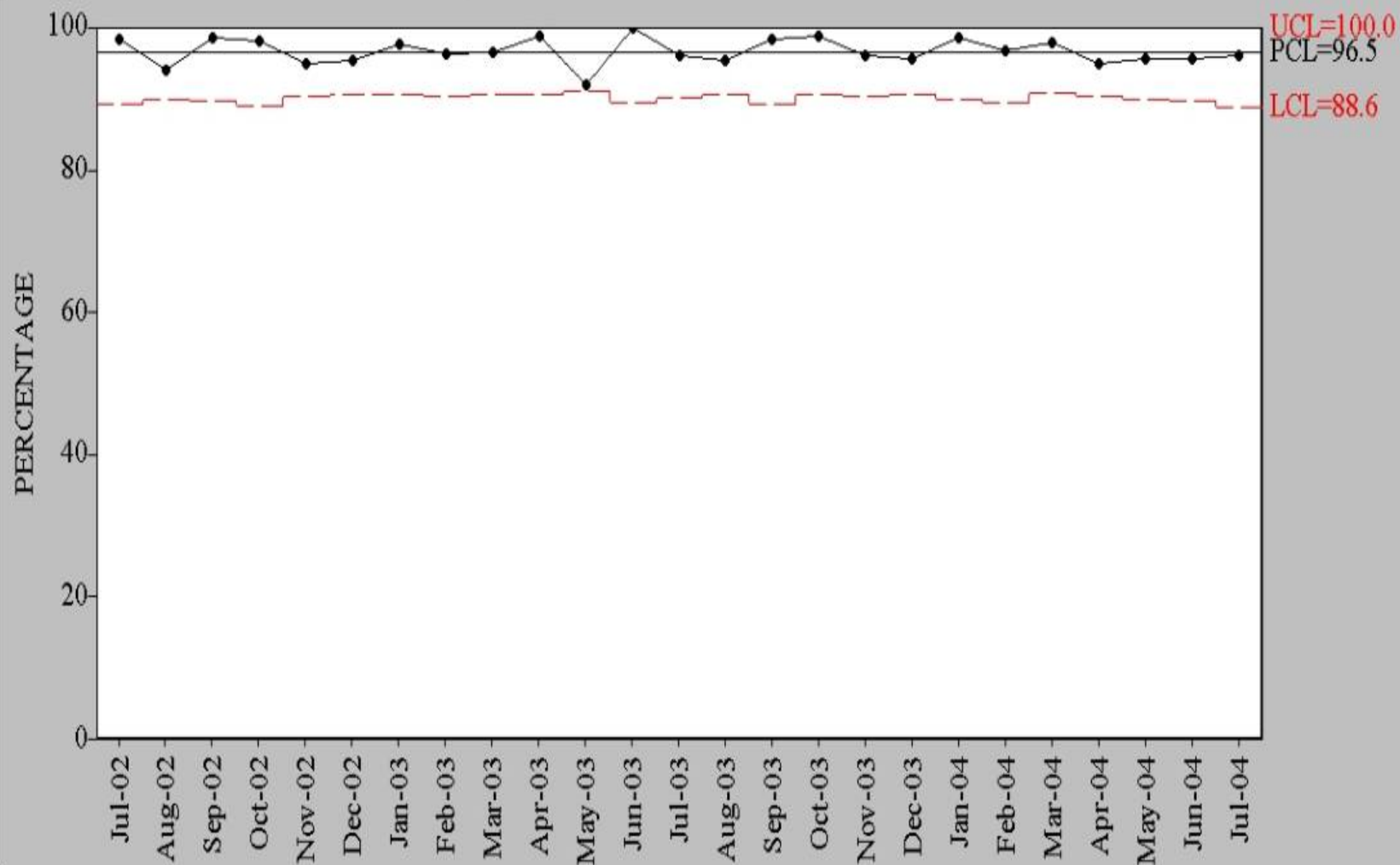
Discharge Instructions for Weight Management Spectrum Health Heart Failure Patients



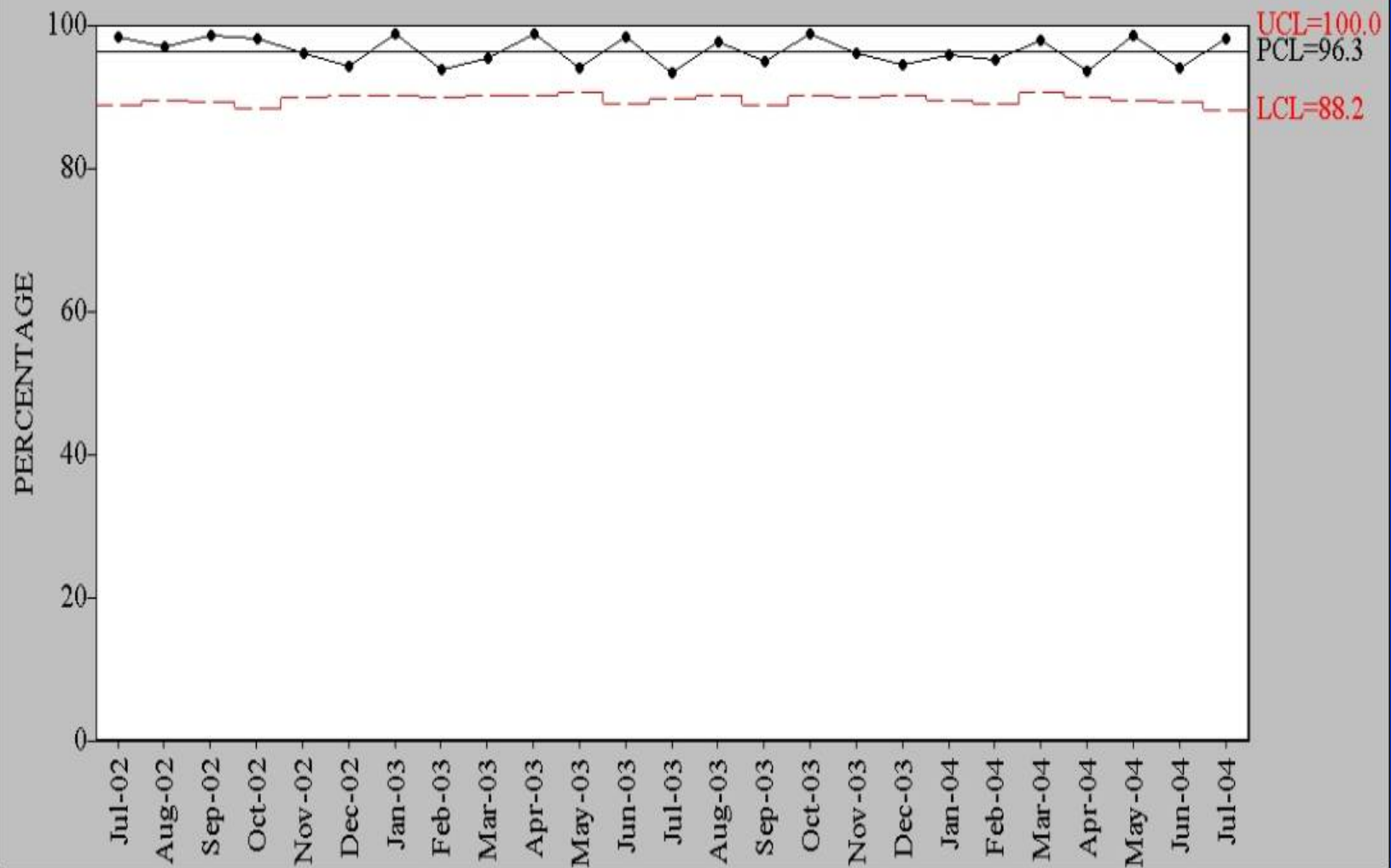
Discharge Instructions for Symptom Management Spectrum Health Heart Failure Patients



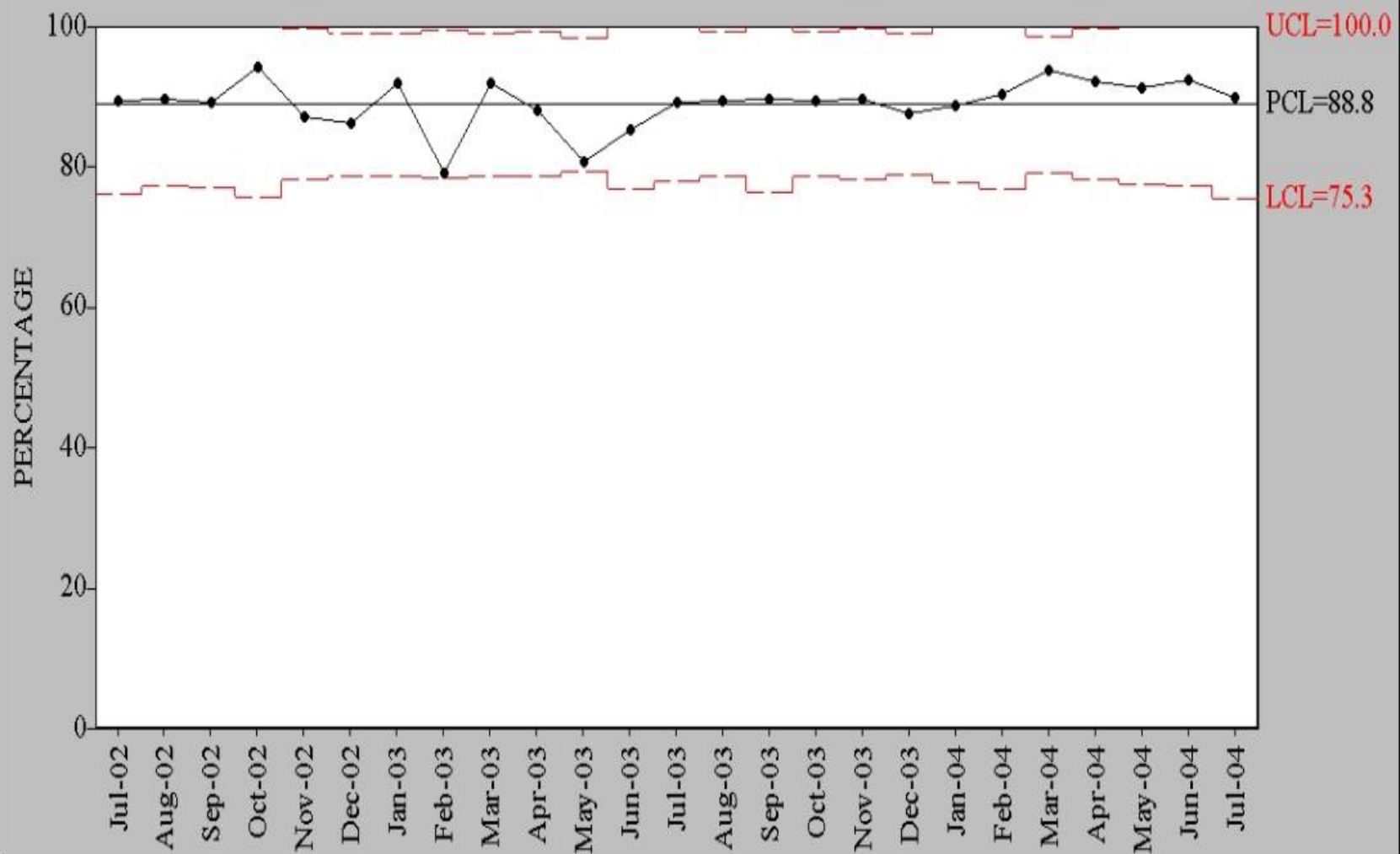
Discharge Instructions for Medication Spectrum Health Heart Failure Patients



Discharge Instructions for Follow-up Appointment Spectrum Health Heart Failure Patients



Discharge Instructions for Diet Spectrum Health Heart Failure Patients



Next Steps

- Audit HF charts immediately post discharge
- Provide feedback to physicians / staff
- Continue to share data on 6 discharge instruction criteria
- Profile hospitalist groups and educate them
- Place quality improvement staff on units to detail the work