Providing Complete Discharge
Instructions to the Heart Failure Patient

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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

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

1. Patient Admitted
2. Is patient CHF patient?
   - Yes: Pharmacist Places Cardiology discharge form on chart
   - No: End
3. At time of discharge, physician locates form
4. Does physician know about the HF specific Discharge form?
   - No: Pull generic discharge form
   - Yes: MD finds form?
      - Yes: MD fills out Discharge form at time of discharge
      - No: Pull generic DI form
5. With progress notes?
   - Yes: MD fills out Discharge form at time of discharge
   - No: With physician orders?
     - Yes: MD fills out Discharge form at time of discharge
     - No: On Chart rack?
6. MD gives Copy to Patient
7. Patient Discharged
Placement of the discharge instruction summary

- Summary availability on the unit
- Placement on the chart
- Consistent chart placement (i.e., same location)
- Inconsistent practice among units
- Changes take time through forms committee
- Multiple versions
- Too long (2 pages)
- Combo of instructions & summary

Discharge instruction tool & format

Provider use of the tool

- Time!
- Accountability to complete
- MD accountability to manage mid-level providers

Placement of the Patient

- Bed Availability
- Unknown dx on admission
- Multiple handoffs (bed mgmt, nursing, ancillary, etc.)
- Unclear definition of process for placement
- Complexity of the tool
- Multiple providers (+182)
- Buy in to importance
- Education re: the tool

Documentation of discharge instructions for the HF patient
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

Patient Admitted

Is patient CHF patient?

Yes

Pharmacist Places Cardiology discharge form on chart

At time of discharge, physician locates form

Does physician know about the HF specific Discharge form?

No

Pull generic discharge form

With progress notes?

Yes

MD finds form?

No

Discharge Instruction tab?

Yes

MD fills out Discharge form at time of discharge

MD Gives Copy to Patient

Patient Discharged

No

Physicians / Nurses provide & document discharge instructions to patient during patient stay

Documented?

No

Physicians / Nurses document on discharge instruction sheet

Yes

Verify all 6 discharge criteria are complete

Documented?

No

Physicians / Nurses document on discharge instruction sheet

Yes

Give copy of completed discharge instruction sheet to patient

Patient discharged

End

Discharge Instruction Process - After

Patient Admitted

Is this a CHF Patient?

Yes

Charge Nurse Places Discharge Instructions on Front of Chart

Physicians / Nurses provide & document discharge instructions to patient during patient stay

Documented?

No

Physicians / Nurses document on discharge instruction sheet

Yes

Verify all 6 discharge criteria are complete

Documented?

No

Physicians / Nurses document on discharge instruction sheet

Yes

Give copy of completed discharge instruction sheet to patient

Patient discharged

End
**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

UCL=97.3
PCL=80.3
LCL=63.2
Discharge Instructions for Weight Management
Spectrum Health Heart Failure Patients

PERCENTAGE

UCL = 65.6
PCL = 44.3
LCL = 23.0
Discharge Instructions for Symptom Management
Spectrum Health Heart Failure Patients

PERCENTAGE

UCL=68.3
PCL=46.9
LCL=25.5
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