



### AIM

To achieve 80% compliance with 24-Hour Discharge Notice issuance; within a 4 month period between July-November 2016.

### PLAN

Electronic Medical Record Review; Collect Baseline Statistics

Multidisciplinary Education to House Staff, Nurses and Unit Clerks.

Physician placement of order; Unit Clerk to distribute appropriate forms; Nurses to ensure form is signed and order completed

Data gathering and analysis

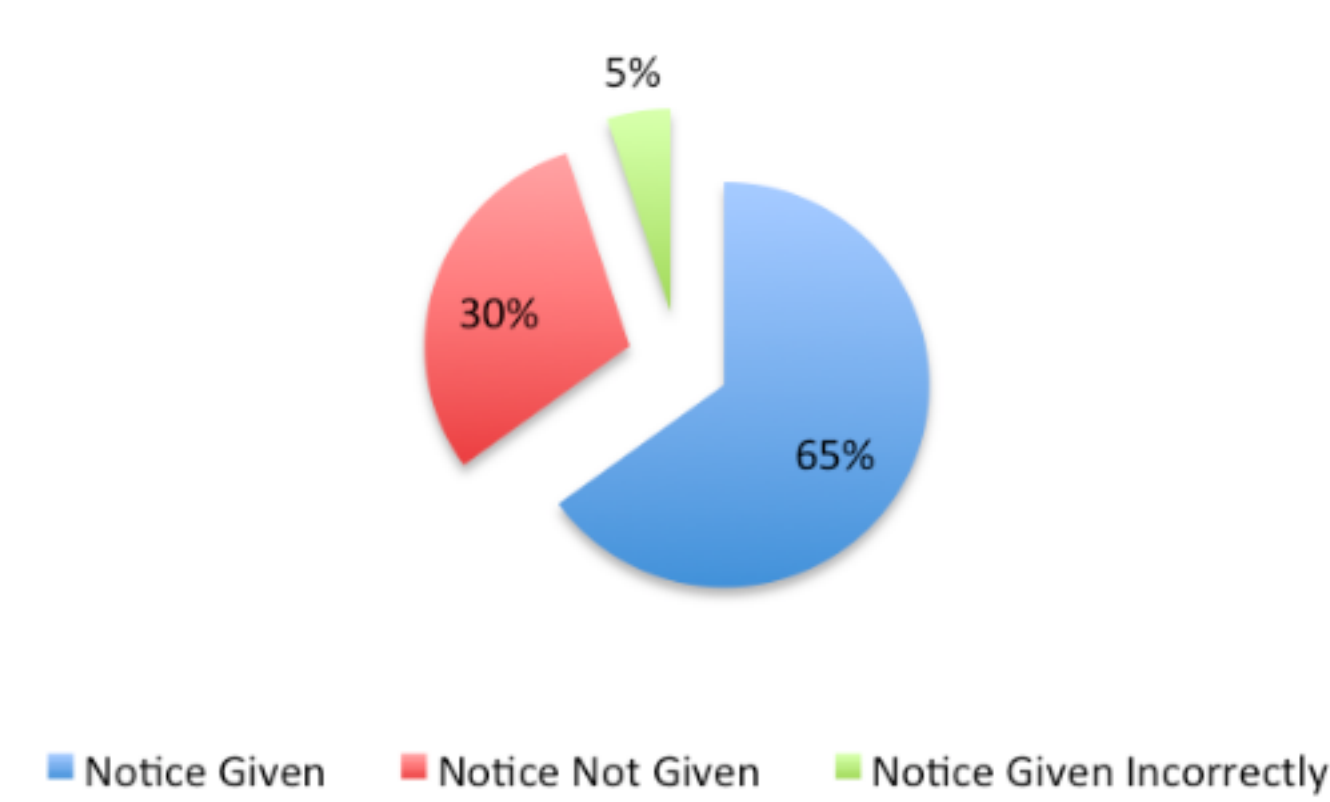
Plan-Do-Study-Act Cycles x 3

### BACKGROUND

The Centers for Medicare & Medicaid services mandate that 24 hour discharge notices be given to all patients at 24 or 48 hours prior to hospital discharge. The purpose of the discharge notice is to inform the patient of the discharge plan and give adequate opportunity for patients to appeal the discharge; which is integral to the Patient's Bill of Rights. Furthermore, it is a federal requirement that hospitals be 100% compliant with providing discharge notices. As a baseline statistic in 2015, SBH issued less than 20% of all potential discharge notices.

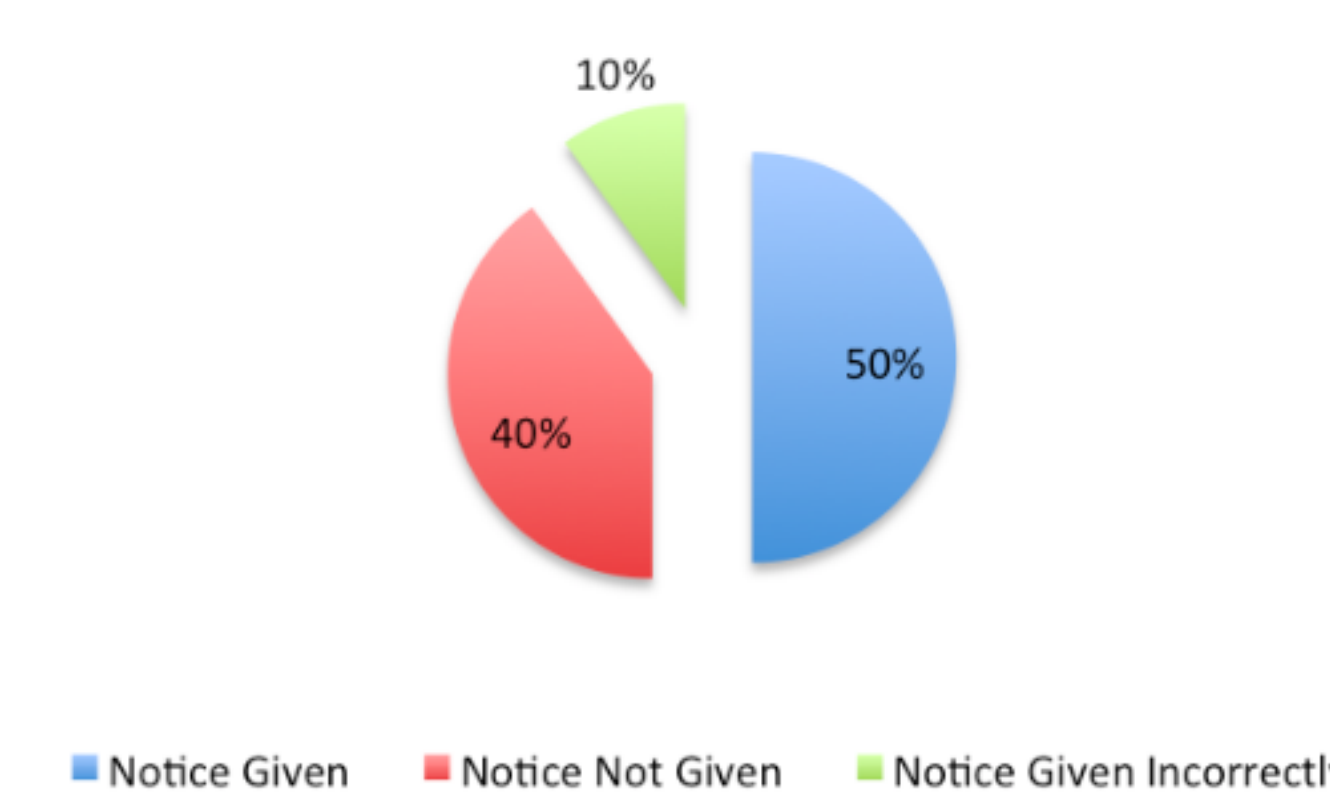
### STUDY

Internal Audit: Spot Check 1



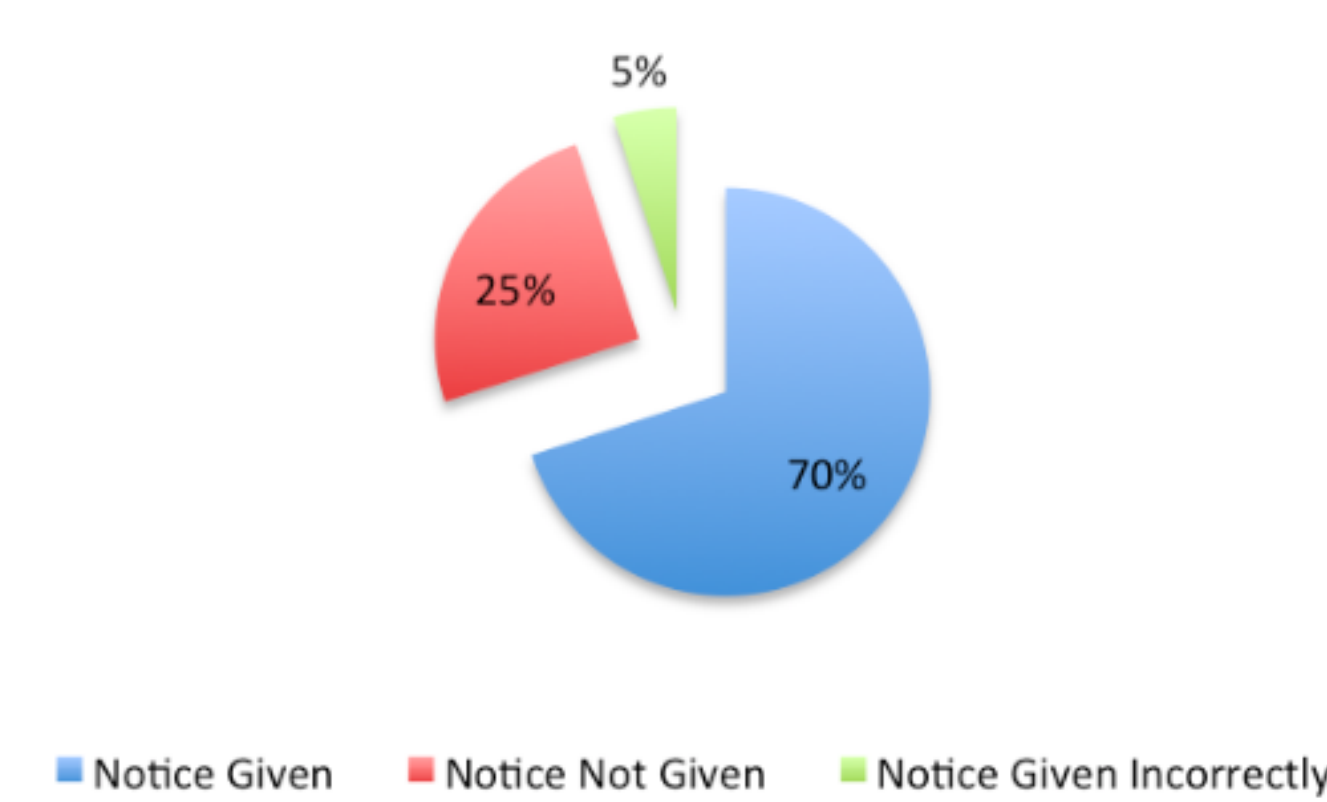
Figure# 1 PDSA# 1

Internal Audit: Spot Check 2



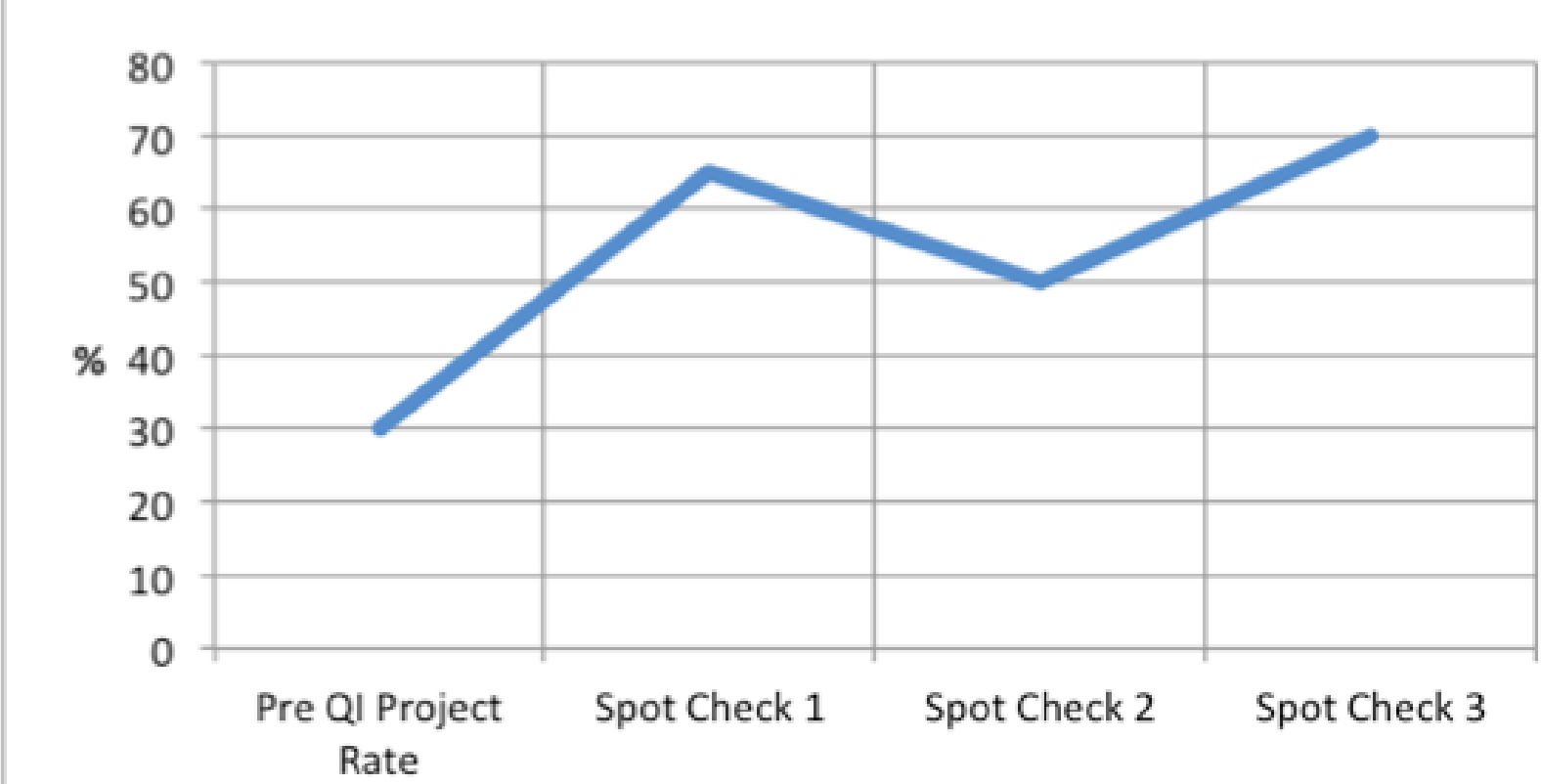
Figure# 2 PDSA# 2

Internal Audit: Spot Check 3



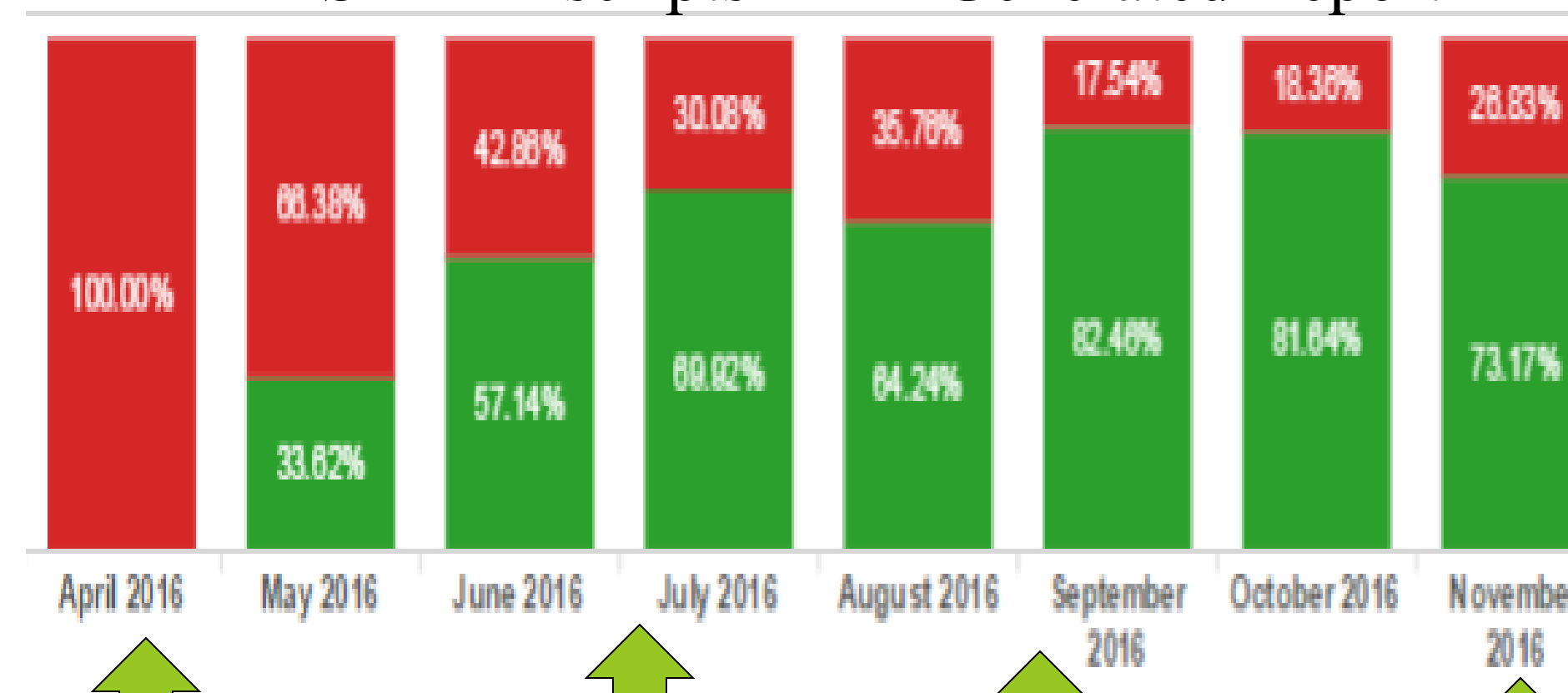
Figure# 3 PDSA# 3

Rates: Notices Given



Figure# 4 Rate: Discharge notices given over time

Figure #5: Rates of 24 hour discharge notices given (Green)  
SBH Allscripts EMR Generated Report



Pre-24hr D/C Order Policy Spot Check 1 Spot Check 2 Spot Check 3

### DO

**PDSA#1 (Fig #1): Multi-disciplinary education.**

-Reinforcement of the importance of the 24 hour discharges notices to house-staff, unit clerks and nurses via emails, and monthly conferences.

**PDSA#2 (Fig#2): Targeting weekend discharge**

- Weekend rounds with residents over a 3 month period

**PDSA#3 (Fig#3): Attending Staff education**

- Increasing involvement of the attending staff via daily email and verbal reminders

### ACT

- Re-education of freshman class of Residents/House Staff/Nursing
- EMR hard stop within a discharge summary Clinical Note
- Discharge Notices embedded within admission order sets

### REFERENCES

<https://www.cms.gov/Medicare/Medicare-GeneralInformation/BNI/HospitalDischargeAppealNotices.html>