The Utilization of Discharge Phone Calls to Facilitate Transition from Hospital to Home

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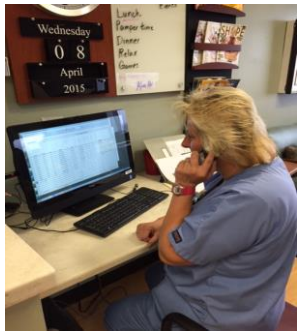
Introduction & Purpose

- Older adults are the overwhelmingly majority of hospitalized patients and are the most complicated patients to care for in the acute care setting.
- They suffer from complex medical problems, take multiple medications, are susceptible to iatrogenic events and can experience prolonged hospital stays.
- The complexity of the older adult's care doesn't end upon discharge from the hospital.
- A well thought out discharge plan, supported by nursing, can provide for a more optimal transition home and potentially prevent re-admission to the hospital.



Discharge Phone Call Intervention

- The unit clinical assistant maintains a daily paper log of patients who are discharged from the Acute Care of the Elderly (ACE) unit. The paper log is then transcribed into an Excel spreadsheet.
- The dayroom RN will review patient's discharge instructions on the EMR prior to calling the patient to help focus/individualize the phone call.
- The dayroom RN will attempt to contact the patient on day #3 post-discharge to ascertain specific information regarding the patient's understanding of their discharge instructions.
- The information from the discharge phone call is entered into the Excel spreadsheet and the data is tabulated quarterly.
- The data is reviewed and shared at both the unit and hospital level.

Results

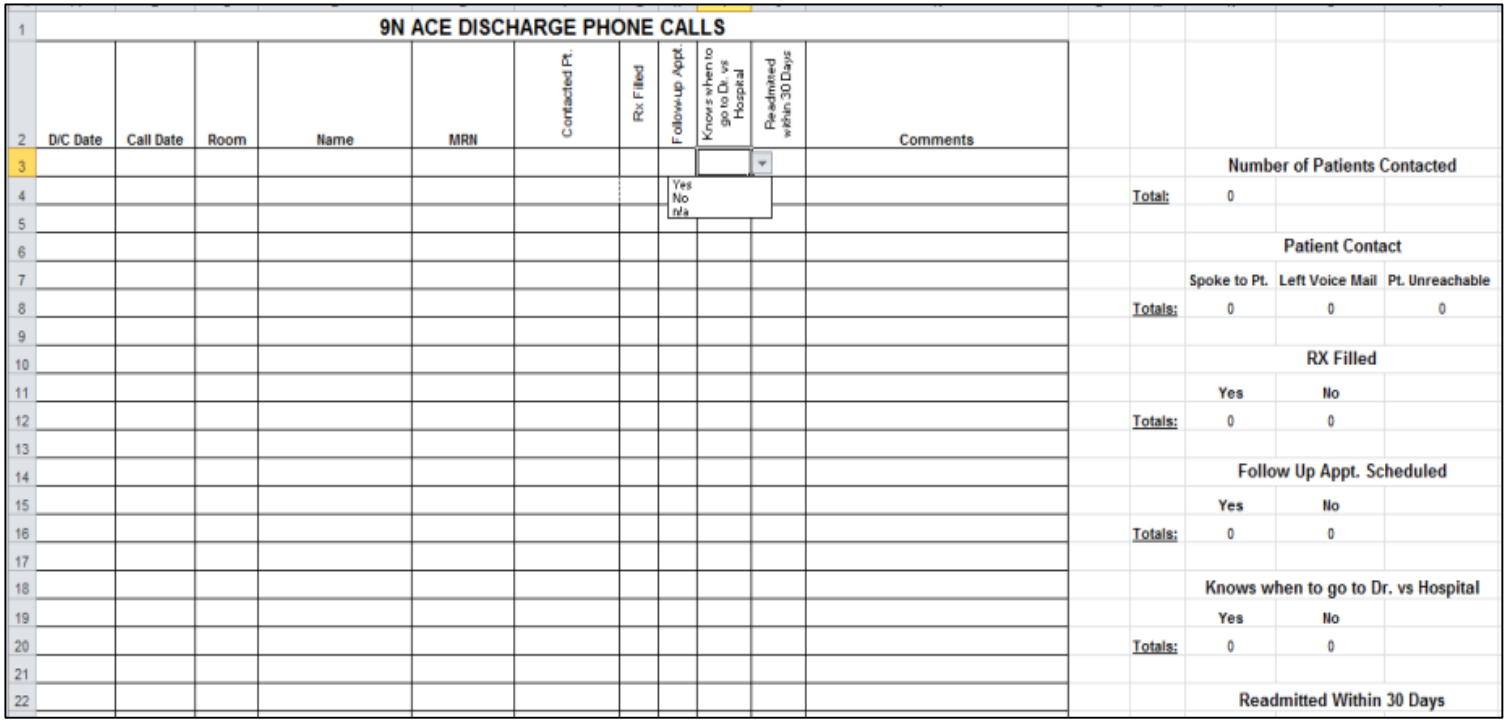
The results verified:

1. Ace unit readmissions within 30 days have decreased 3.3%
2. 95.8% patient's had their prescriptions filled
3. 79.8% patient's scheduled their follow-up physician visit
4. 98.8% patient's were knowledgeable about when to seek medical care
5. Overwhelmingly, the patient's reported they were pleased to receive a follow-up phone call

Implications for Nursing Practice

- Hospital readmission rates for the population aged 65 yrs. and older within 30 days of a hospital discharge are scrutinized closely due to changes in Medicare health care policy.
- Registered nurses have the ability to decrease hospital readmission rates by communicating with our older adults to ensure they understand and are following their discharge plan.

Discharge Phone Call Template



9N ACE DISCHARGE PHONE CALLS

D/C Date	Call Date	Room	Name	MRN	Contacted Pt.	Rx Filled	Follow-up Appt.	Knows when to go to Dr. vs Hospital	Readmitted within 30 Days	Comments

Yes
No
n/a

	Number of Patients Contacted
Total:	0

	Patient Contact		
	Spoke to Pt.	Left Voice Mail	Pt. Unreachable
Totals:	0	0	0

	RX Filled	
	Yes	No
Totals:	0	0

	Follow Up Appt. Scheduled	
	Yes	No
Totals:	0	0

	Knows when to go to Dr. vs Hospital	
	Yes	No
Totals:	0	0

Readmitted Within 30 Days

Dayroom RN will transcribe the information from the discharge phone call into the Excel spreadsheet. Some columns have drop down boxes to click on specific choices. The information is then tallied (see right side of screen shot).

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