

Ready-Set-Go: A family-centered approach to decrease discharge turnaround

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Background

- The discharge turnaround time for the Clinical Observation Unit (COU) in 2023 was 55 minutes.
- The hospital-wide goal is to discharge patients within 45 minutes of the discharge order being initiated.
- Nursing pre-survey showed that patients were not ready for discharge at the time of the order.
- Decreasing the discharge turnaround times leads to improved throughput for admissions and improved patient satisfaction scores.

Objective

- To decrease the discharge turnaround time in the COU by 10% to align with the hospital-wide goal of 45 minutes.
- To develop a proactive and family-centered approach that would make families feel like they are part of the discharge process from the time of admission.

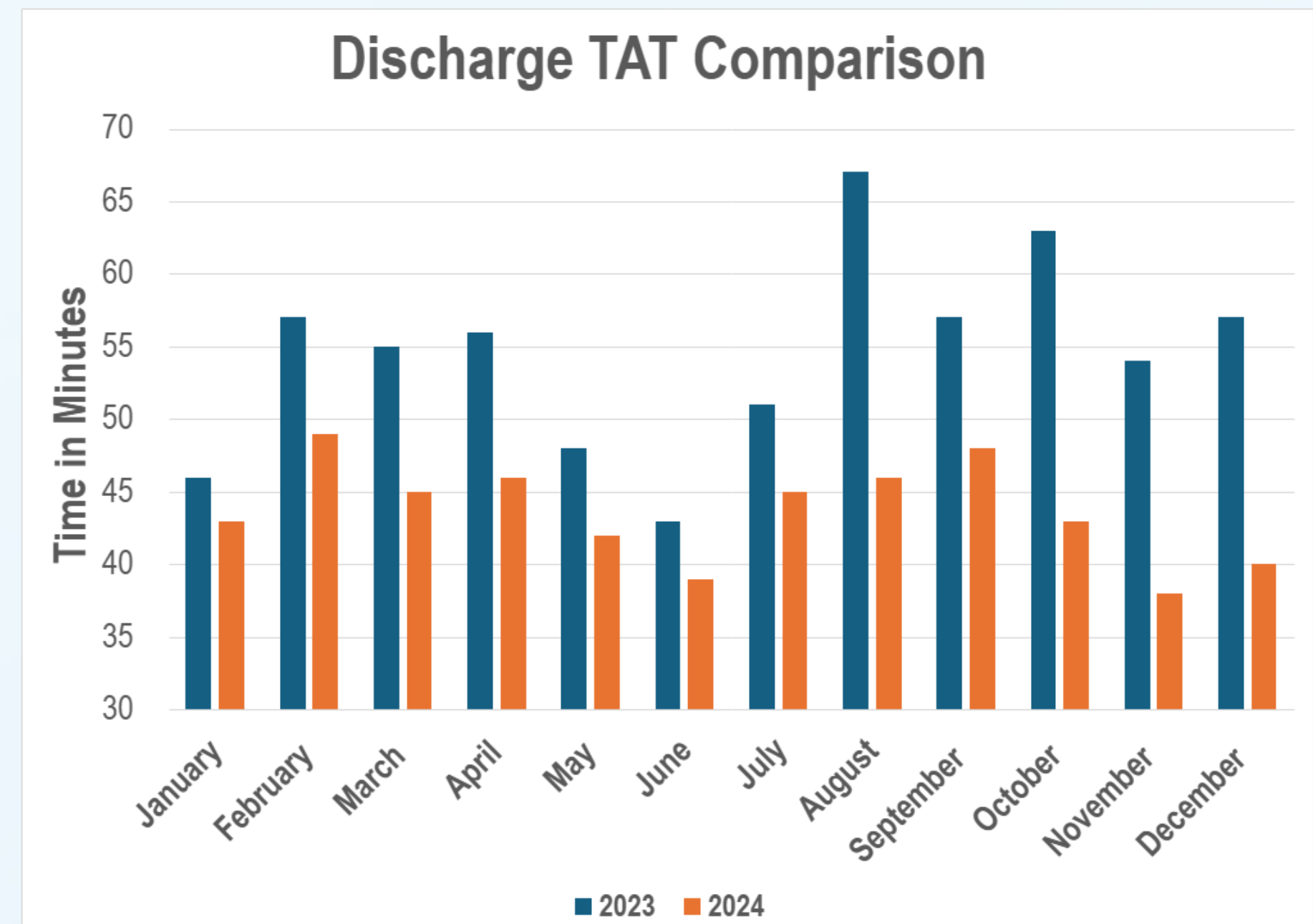
Methods

- A pre-survey was created to gather information on RN satisfaction with the discharge process, patient readiness upon obtaining discharge order, barriers to a timely discharge and suggestions on how to improve the discharge process.
- A discharge checklist was created and implemented in July 2024.
- Utilization of the discharge checklist initially showed 30-40% utilization, so we added the checklist to the communication boards in the patient rooms to make it more easily accessible to nursing staff.

Ready-Set-Go Process

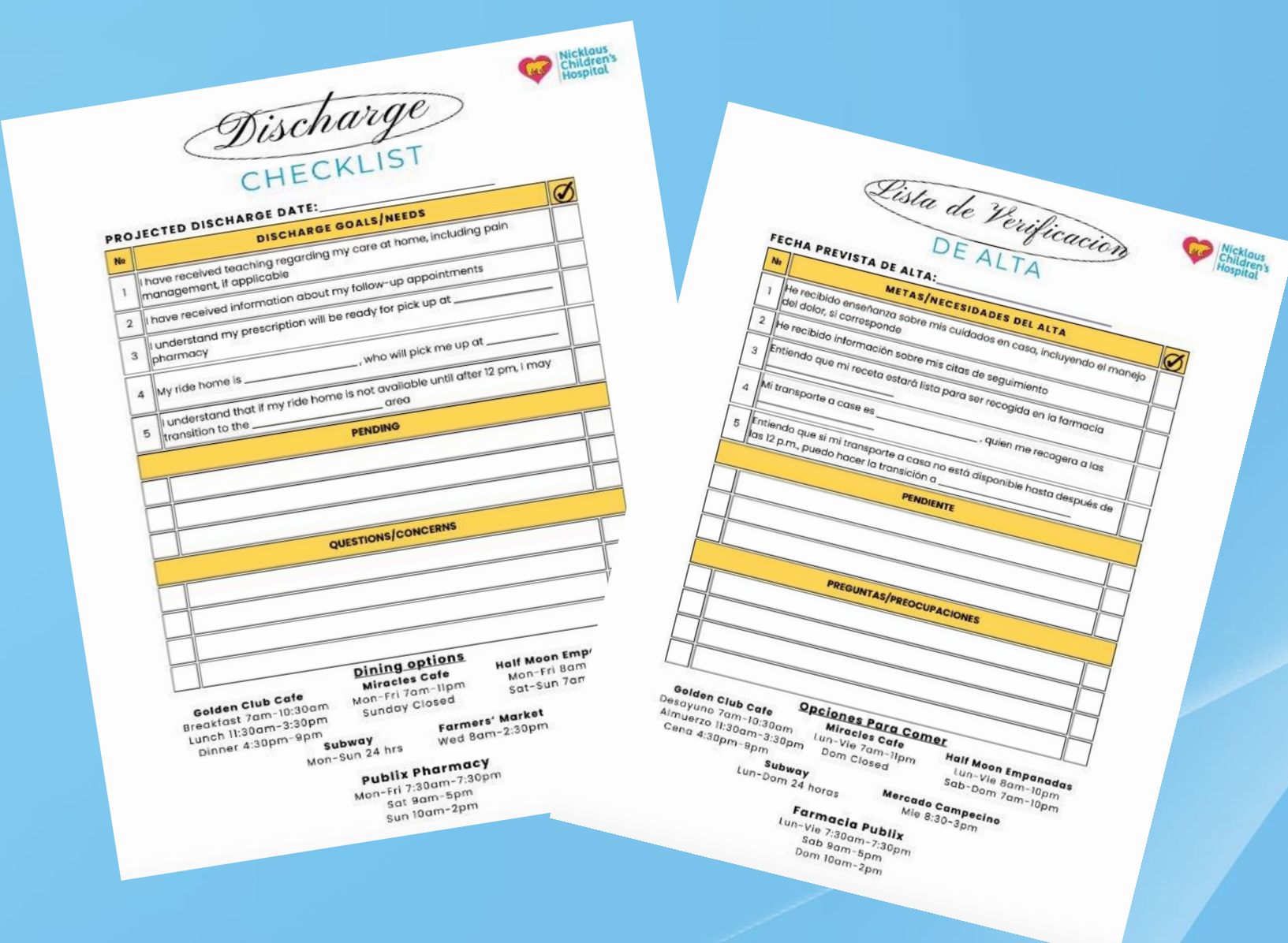
- **Ready:** Nurses huddle with the provider to anticipate which patients will be ready to be discharged within the next 12 hours. The huddles are done at 6am and 6pm daily. Any discharge needs including prior authorizations are addressed during the huddle.
- **Set:** Nurses ensure that home medications are prescribed, school notes and education materials are added to the electronic health record, any family concerns or questions are addressed, and the family has transportation available. Any foreseen delays are mitigated and addressed to improve discharge readiness.
- **Go:** The attendings round and initiate the order for discharge. Nurses discharge the patient.

Results



Implications/Conclusion

- The utilization of a discharge checklist improved discharge readiness.
- Having the family involved with the discharge process from the time of admission, ensured they were ready and comfortable to be discharged when the patient goals were met.
- The COU was able to decrease the discharge turnaround time by 23%



References

