MUHC INPATIENT AND ER DISCHARGE FOLLOW-UP CALLS

Start Date: March, 2010
Report Date: 2012-13 Q2

Executive Sponsors:
Kay Davis, Kristin Hahn-Cover

Team Leader: Kay Davis, implementation leader; Doug Wakefield, facilitator
Team Members: Core members are Kay Davis, Anne Hackman, Kristin Hahn-Cover, Linda Hughes, Eric Rosenhauer, Colette Nolin, Brenda Jensen, and Koby Clements

Strategic Alignment: Quality, Service

### Graphics / Data

**Successful Post-Discharge Calls (Non-ED (Inpatient/Observation) vs. ED)**

- **Goal**
- **Non-ED**
- **ED**

<table>
<thead>
<tr>
<th>Discharge Quarter (Denominators - Non-ED; ED)</th>
<th>0%</th>
<th>25%</th>
<th>50%</th>
<th>75%</th>
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<tbody>
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<td>10-11</td>
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**Patients Contacted and Needing Follow-up by Quarter**

- **Total Talked with Patient/Caregiver**
- **% Needing Followup**

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<thead>
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<th>10-11</th>
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<tr>
<td>Q1</td>
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<tr>
<td>Q2</td>
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<td>Q4</td>
<td>75%</td>
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**Reasons for Follow-up**

- **Follow-up Counts Pre**
- **Recent Quarter**

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**Aim Statement**

- To assure patients have their immediate needs met within 72 hours of discharge, a team of Registered Nurses were hired to establish a reliable follow-up call process.

**Specific Measures**

- % of observation/inpatients discharged to home or home care who have successful call within 72 hours.
- % of ED treat and discharge patients who have successful call within 72 hours.

**Study**

- Analyze the results of the Specific Measures (Success rate for ED and Non-ED Patient Discharge Follow Up Calls) and study conclusions.
-的成功率(numerator) defined as speaking with patient, significant other, care giver; leaving a message on answering machine within 72 hours.

Denominator excludes patients for whom phone numbers are unavailable, and patients who are not reached despite 3 call attempts at different times of day.

**Act**

- 9/10: Centralized call program began with Child Health, Orthopedic Surgery, General Medicine
- 11/10: Added Cardiology; transition from Discharge Orders/Instructions to Depart Process
- 2/11: Family Medicine; remaining Internal Medicine subspecialties; Otolaryngology
- 3/11: Child Health subspecialties; Neurosurgery; Neurology; Gynecology; WCH ED
- 1/12: Registration no left messages until 3rd attempt
- 9/12: Transition from SharePoint to Cerner Patient Discharge Follow Up Call Form/Successful timeframe changed from 48 to 72 hours
- 11/12: ED added “No Message left due to HIPAA on 3rd call attempt” as a successful attempt

**Plan**

- Team formed in March 2010 to define call scripts/content, establish measurement for successful call, and provided resources for making calls.
- When the patient has questions about his/her care, a single point of contact for the caller is identified. Treating/discharge area/services provided with regular feedback on improvement opportunities.
- Established process for Pharmacist involvement for questions about allergies, drug interactions, and general drug information. Developed process to document physician follow-up in the EMR for patients with additional needs.

**Do**

- Core members are Kay Davis, Anne Hackman, Kristin Hahn-Cover, Linda Hughes, Eric Rosenhauer, Colette Nolin, Brenda Jensen, and Koby Clements

**Date:**

- '10-'11 Q1 (N=5223; 9922)
- '10-'11 Q2 (N=5029; 9257)
- '10-'11 Q3 (N=4907; 8436)
- '10-'11 Q4 (N=4788; 7278)
- '11-'12 Q1 (N=5066; 8245)
- '11-'12 Q2 (N=4922; 7245)
- '11-'12 Q3 (N=4922; 7245)
- '11-'12 Q4 (N=4895; 6627)
- '12-'13 Q1 (N=5010; 6167)
- '12-'13 Q2 (N=4672; 6556)