

Team DO IT Plan

- ☐ 1. Become familiar with the HCAHPS questions on Discharge Information and your hospitals current scores
- ☐ 2. Request an opportunity to participate in setting continuously improving goals, along with your peers, on a quarterly and annual basis
- ☐ 3. Appoint a Discharge Satisfaction Team to improve skills and increase patient “going home” preparedness
- ☐ 4. Make use of these three critical statements to continuously prepare your patient’s for their discharge at:
 - ☐ Admitting
 - ☐ Discharge
 - ☐ Post-discharge phone call
- ☐ 5. Prepare patients for discharge on a daily basis:
 - ☐ Essential home-care skills
 - ☐ Lifestyle changes once they get home
- ☐ 6. Use this 4-step pre-discharge checklist to begin the process of comprehensive patient education for successful transition
- ☐ 7. Use this “Going Home Day” Discharge checklist to ensure all details are handled
- ☐ 8. Ask the three critical questions to ensure patients understanding of their at-home care, medications, and discharge packet
- ☐ 9. Familiarize yourself with your hospital’s discharge packet so you can educate patients on the contents and answer any questions they may have
- ☐ 10. Based upon patient and family feedback, make recommendations for continuous improvement
- ☐ 11. Take the initiative to write a personal thank you card for each of your patients on “Going Home Day”
- ☐ 12. Make use of one or more of these sentence starters to ensure patients understand the importance of their discharge process
- ☐ 13. Adapt the wording to fit you and your conversational style
- ☐ 14. The key to effectiveness is sincerity
- ☐ 15. Identify sentence starters you will routinely use to:
 - ☐ Set expectations
 - ☐ Encourage a positive outlook in patients and family
 - ☐ Appreciate patient progress
 - ☐ Motivate patients to change to more healthy and productive behaviors