

Discharge Satisfaction Team Charter





Discharge Satisfaction Team Mission

To continuously improve the process of: **Prepare every patient for a safe,** continued recovery at home, and improve HACHPS scores

Team Charter -

The Team maintains accountability for discharge Best Practices

- 1. Send everyone to 'lunch 'n learn' classes to role-play discharge processes
- 2. Spread latest discharge information
- 3. Educate & remind Managers to model and monitor behavior
- 4. Author a Master Discharge Checklist process with input from everyone (Preferably using LEAN/SIX SIGMA)
- 5. Continually create awareness around discharge skills.
- 6. Improve inter-departmental collaboration and hand-offs
- 7. Monitor HCAHPS scores, and improve
- 8. Acknowledge and recognize progress

And most importantly....

The Discharge Satisfaction Team is chartered to meet with:

The Med Exec Committee and appear at a Med Staff Meeting to assure all physicians are aligned with hospital discharge procedures

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