

# 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***