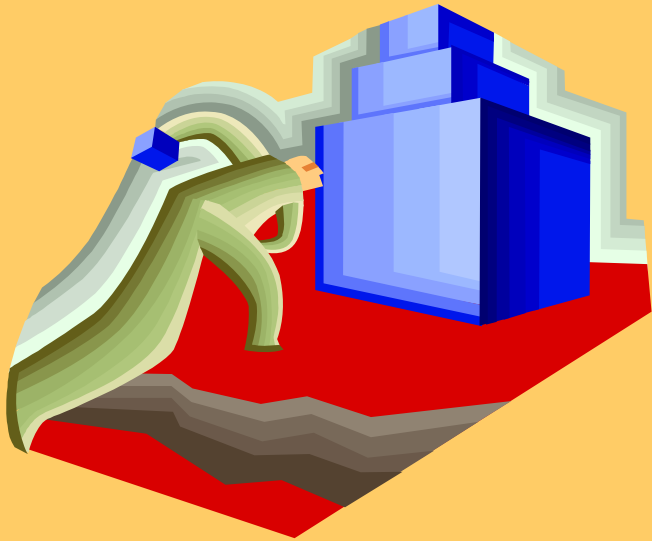


Discharge Resource Room The Regional Medical Center, Memphis

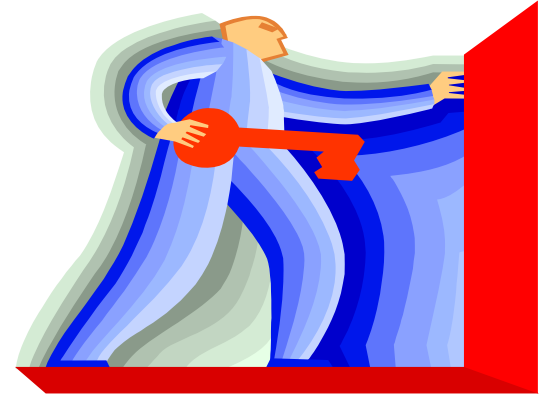


Urgent Matters

December 11, 2003

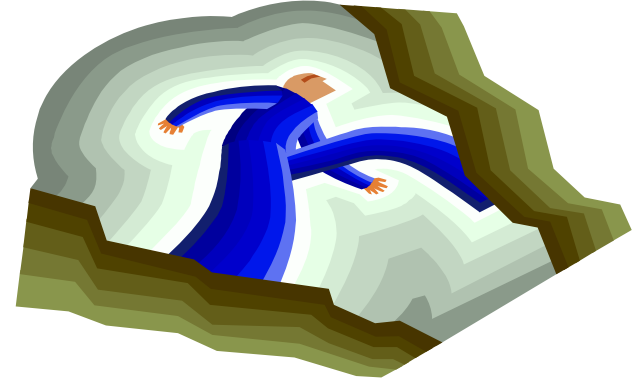


Mission Statement



- ***Discharge Resource Room provides discharge instructions and resources in a comfortable setting for patients to assist in preparation for their home care after discharge***

Scope of Service



- **Discharge Resource Room (DRR) is an eight-bed discharge area located on the ground floor of the Adams Pavilion. This location provides easy access to a circular drive for patient pickup. Staffing for the DRR consists of a:**
 - **registered nurse – s/he provides reinforcement of inpatient patient education, homecare instructions and follow-up phone calls to discharged patients**
 - **nursing assistant – s/he transports patients from the inpatient floor to the D/C Room, assists with wheelchair transportation to the patient’s vehicle and delivers pharmaceuticals and other discharge materials to patients as needed**

Scope of Service

- **Occasionally, volunteers and transportation staff assist with transporting patients at peak times.**
- **The Discharge Resource Room is open from 8:00a.m. to 10:00p.m. and provides care to the mobile adolescent, adult, and geriatric discharged patient.(see admission criteria)**
- **Upon presentation to the Discharge Resource Room, the patient is considered discharged from the hospital. Therefore, if an emergency should arise, the patient is transported to the Emergency Department.**

Scope of Service

- **Approximately, 60% of all M/S patients are discharged from the Discharge Resource Room each day. (Total hospital = 45/day --- OB = 15/day; M/S =25/day other = 5 day)**

Avg. # of D/C Room pts	15 per day
Avg. # of Callbacks	17 per day
% of Callbacks to discharged patients not using D/C Room	10%
% of D/C Room callbacks	100%

Goals and Objectives



- **To provide a comfortable, aesthetically pleasing environment for patients as they wait for family members.**
- **To provide homecare instructions and access to discharge prescriptions as needed.**
- **To maintain adequate medical records to afford continuity of patient care.**
- **To collect and maintain data in order to continuously improve the quality of patient care delivery.**

Admission Criteria

- **Discharge Resource Room admission requirements:**
 - Discharge orders written by a physician
 - The patient is able to sit in a recliner
 - The patient is physiologically stable for 8 or more hours
 - The patient achieves independence from therapeutic measures performed by nursing or support services, ie. IV therapy, foley catheter; unless continued at home with proper assistance

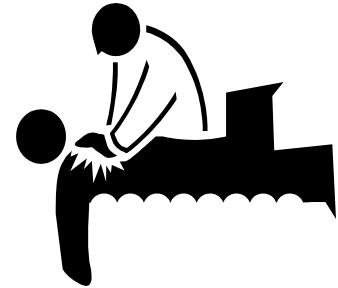
Admission Criteria

- **Patients with the following complications are excluded from admission to the Discharge Resource Room:**
 - **Large prosthesis such as external fixators**
 - **Nursing home placement**
 - **Patients unable to sit in a chair**

Discharge Resource Room Utilization

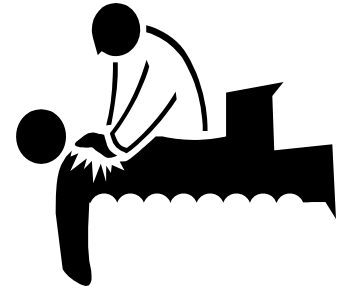
- **All patients discharged from the Medical/Surgical or Progressive Care units are candidates for utilizing the Discharge Resource Room**
- **There are (2) additional discharge rooms located on the Post-Trauma and Post Partum units.**

Discharge Resource Room Patient Centered Care



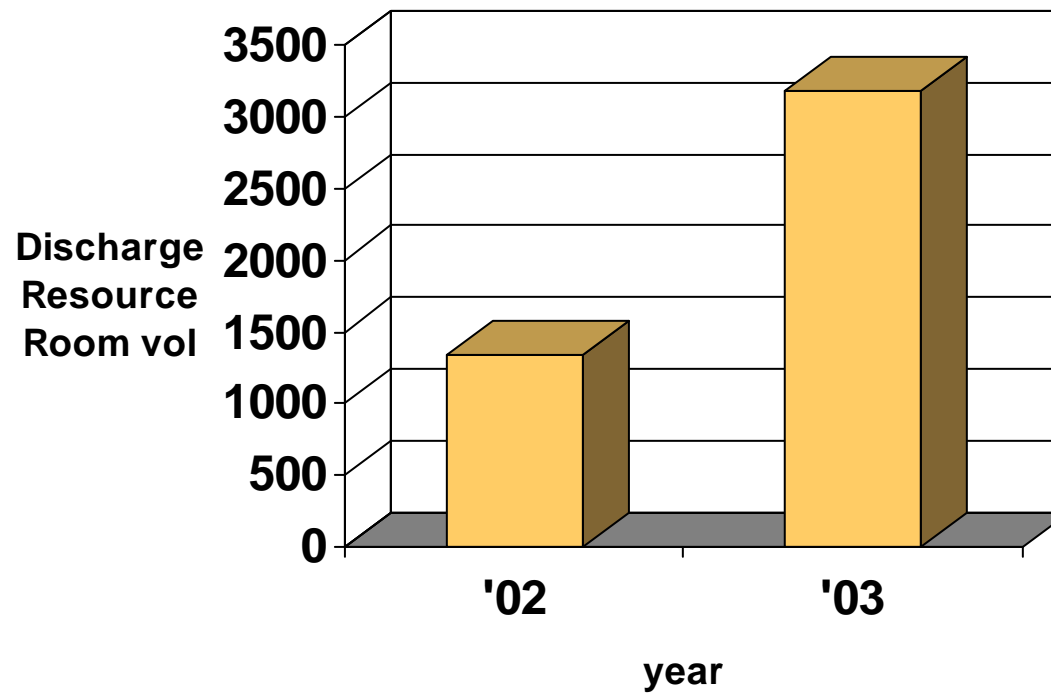
- **The following are considered satisfiers and provided for patients in the Discharge Resource Room:**
 - **Enhanced/individualized discharge teaching**
 - **Discharge medications available at discharge**
 - **No parking demands on family members**
 - **Provider contact identified after discharge**
 - **24 - 48 hour callbacks**

Discharge Resource Room Patient Centered Care

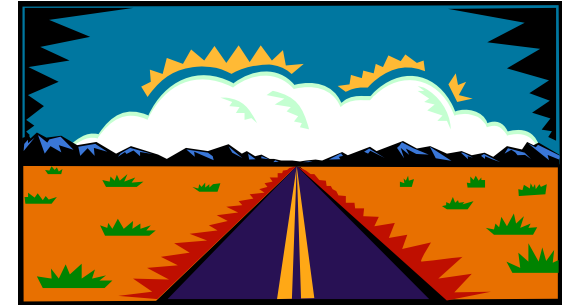


- **Faster discharge process (discharge orders completed in DRR)**
- **Television and/or magazines**
- **Sandwiches and juice**
- **A letter expressing gratitude for utilizing the services along with a patient satisfaction survey in order to obtain feedback on the care given by RMC staff**

Discharge Room Utilization



“Tips” for Successful IMPLEMENTATION



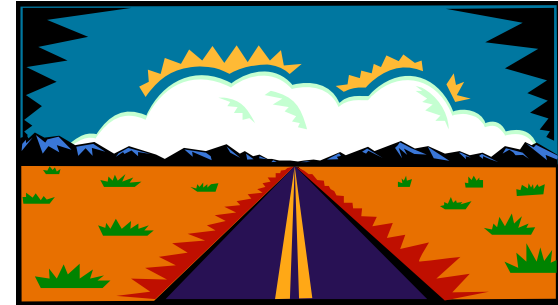
- **Strategies for successful implementation of a Discharge Resource Room :**
 - **Top-down support from Executive Staff**
 - **Belief that the Discharge Resource Room concept is essential to enhance discharge instructions, thereby decreasing return hospital visits**
 - **Belief that the Discharge Resource Room expedites the discharge process**
 - **Belief that the Discharge Resource Room positively impacts ED throughput**

“Tips” for Successful IMPLEMENTATION



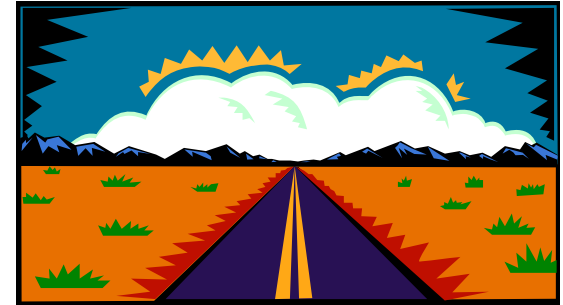
- VP Patient Care Services, CFO, VP Support Services, Medical Staff collaboration
 - Belief that the Discharge Resource Room positively impacts ED throughput
 - Include ancillary staff i.e. Case Management, Pharmacy, and Medical Records staff in the developing stages of the area

“Tips” for Successful IMPLEMENTATION



- Obtain staff nurse buy-in
 - Belief that an “empty” bed is a “bad” bed
 - allow staff nurses to rotate through the discharge area
 - display discharge room satisfaction results
 - display ED throughput results
 - display average discharge time
 - management expectation
 - ongoing monitoring of use by bed control

“Tips” for Successful IMPLEMENTATION



- **Heighten awareness of Discharge Resource Room**
 - **Belief in the success of the Discharge Resource Room is essential in addressing hospital throughput**
 - **Grand opening ceremony to allow ancillary staff, executives and nursing staff to become familiar with discharge resource room amenities**
 - **Announce opening in all internal communication mediums**

Standardization



- **Development of a Discharge Resource Room requires:**
 - **A registered nurse to coordinate activities and be available in the event of an emergency**
 - **Dedicated transportation staff to improve efficiency and timeliness of discharge**
 - **Aesthetically pleasing environment**
 - **Physically comfortable environment**
 - **Easy access for family members**

Standardization



- **Follow-up phone calls**
- **Privacy area adjacent to discharge room for patient instruction**
- **High visibility Discharge Resource Room**
- **Expectation of use is clearly communicated by management**
- **Bed Control support and monitoring of use**
- **Consistent reporting of utilization**