Assessment and Evaluation of Patient Discharge Advice Quality and Developing the Specialty based Standardized Discharge Advice

Presented By
Harsha Tiwari
Roll No 1446

OUTLINE

- Problem Statement
- Purpose of the Study
- Study design
- Research questions
- Sample and Sample Size
- Types of data and collection method
- Instrument and Scoring criteria
- Data Analysis
- Discharge advice preparation process
- Root Cause Analysis-Problem encountered in discharge advice preparation
- Components of standard discharge advice
- Audit tool
- Compliance level assessment
- Recommendation
- Conclusion

Problem Statement

- Variation in discharge advice given by doctor and discharge advice content or missing to mention few instructions in discharge advice results in adverse outcome.

- It not only leads to the dissemination of **incomplete information** leading to confusion but ultimately also results into **readmission** of patients due to unclearness about medication, side effects of medication, and when and how precautions and care to be taken.

Purpose of the Study

- To assess and evaluate the Patient discharge advice and improve the hospital discharge advice by developing standard discharge advice template.
- This Project is one of the ‘QIP’ for the year 2015 for the organization.

Objectives

- To observe and discuss the discharge advice preparation process.
- To do the root cause analysis of problems encountered in patient discharge advice preparation.
- To find the components to be included in patient discharge advice by literature review and discussion with relevant staff.
- To develop a discharge advice evaluation instrument.
- To evaluate the discharge advice of five main specialities of hospital and assess the gap.
- To develop the patient discharge advice template.
- To suggest measure to improve the quality of discharge advice.

Research questions

- What is the process of discharge advice preparation and dissemination ?
- What are problems encountered during discharge advice preparation and dissemination ?
- What are the main components required in discharge advice based on specialty (Standards)?
- What is the gap between the current levels of discharge advice with what is required?

Study Design

- ***Type of Study***- *D*escriptive analytical research, Type of Audit- For Cause

- ***Location of Study***- Fortis Hospital Bannerghatta, Bangalore

Sample and Sampling

- ***Study Sample***- Discharge advice from patient discharge summary (March and April. *2015)*
- ***Sampling technique***- Non probability purposive sampling technique.
- **Sample Size –** Total =400

❖ Sample size was calculated by taking total number of speciality wise discharges of selected six specialities in the month of February at 95% confidence level and 5% confidence interval

Sample and Sampling (contd)

S.No	Specialty	Sample Size
1	CVTS	68
2	Cardiology	116
3	Orthopaedics	76
4	Neurosurgery	64
5	MAS	61
6	Vascular surgery	15

Types of Data & Collection Methods

- ***Time frame for data collection-*** Month of April and May
- ***Type of data*** –Quantitative & Qualitative data.
- ***Data to be collected-*** Data of Compliance and Non Compliance level in patient discharge advice
- ***Methods of data collection-***
  - Observations
  - Discussions -RMO, Ward secretaries, Nurses and Patients
  - Literature review
  - Retrospective Audit of discharge summary

Instruments and Scoring

- ***Data collection tools***-

  -Discharge Summary Evaluation Instrument (audit tool).

  -Pre-designed tabulated excel sheet.

- ***Scoring Criteria***- Out of 10.

  -Full compliance -10

  -Partial compliance- 5

  -Component not applicable- NA

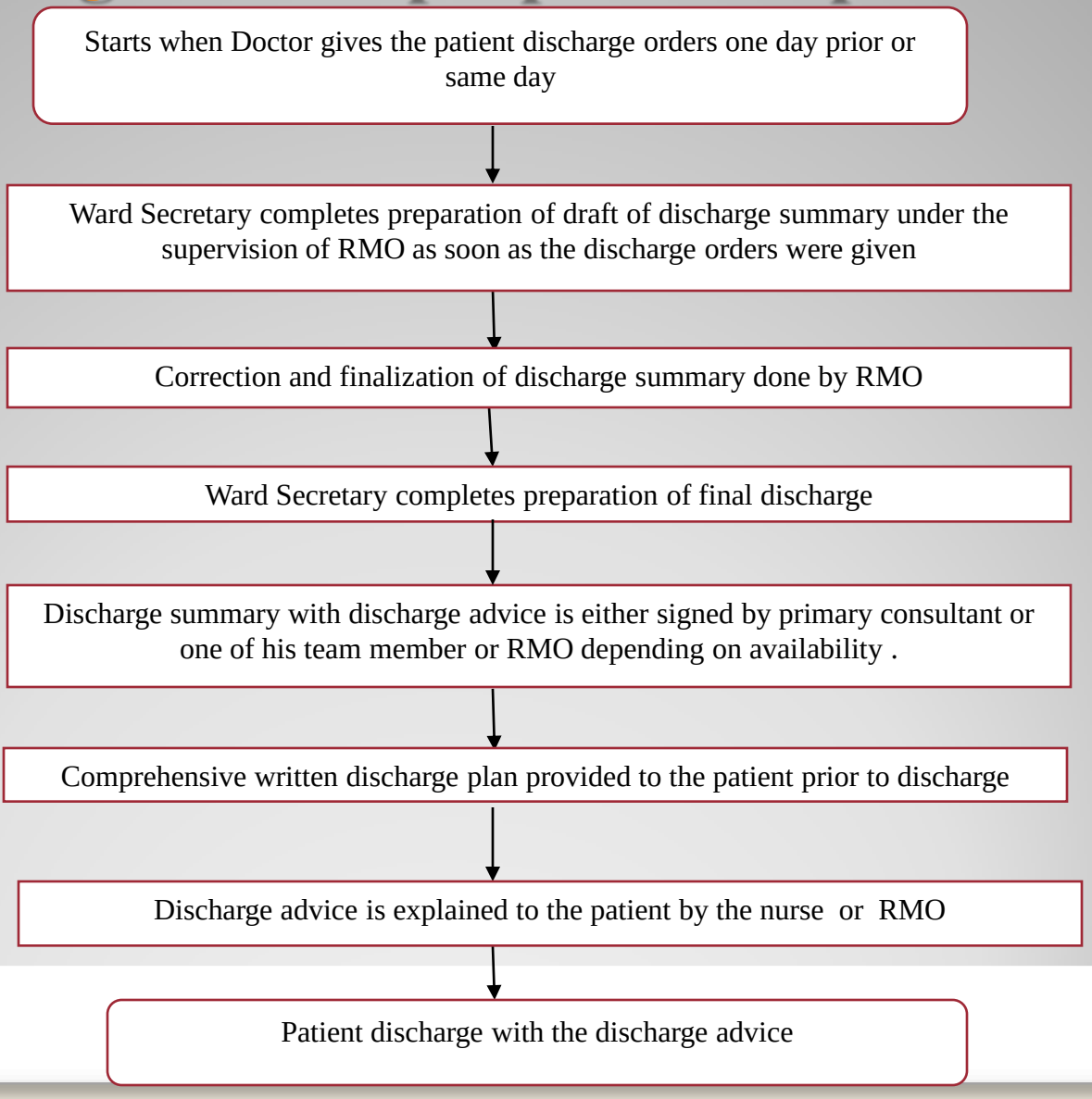
Data Analysis

- Data analysis -Microsoft office- excel.
- Statistical measures –average, percentage and frequency.
- Average of Percentage of level of compliance and Non Compliance calculated.

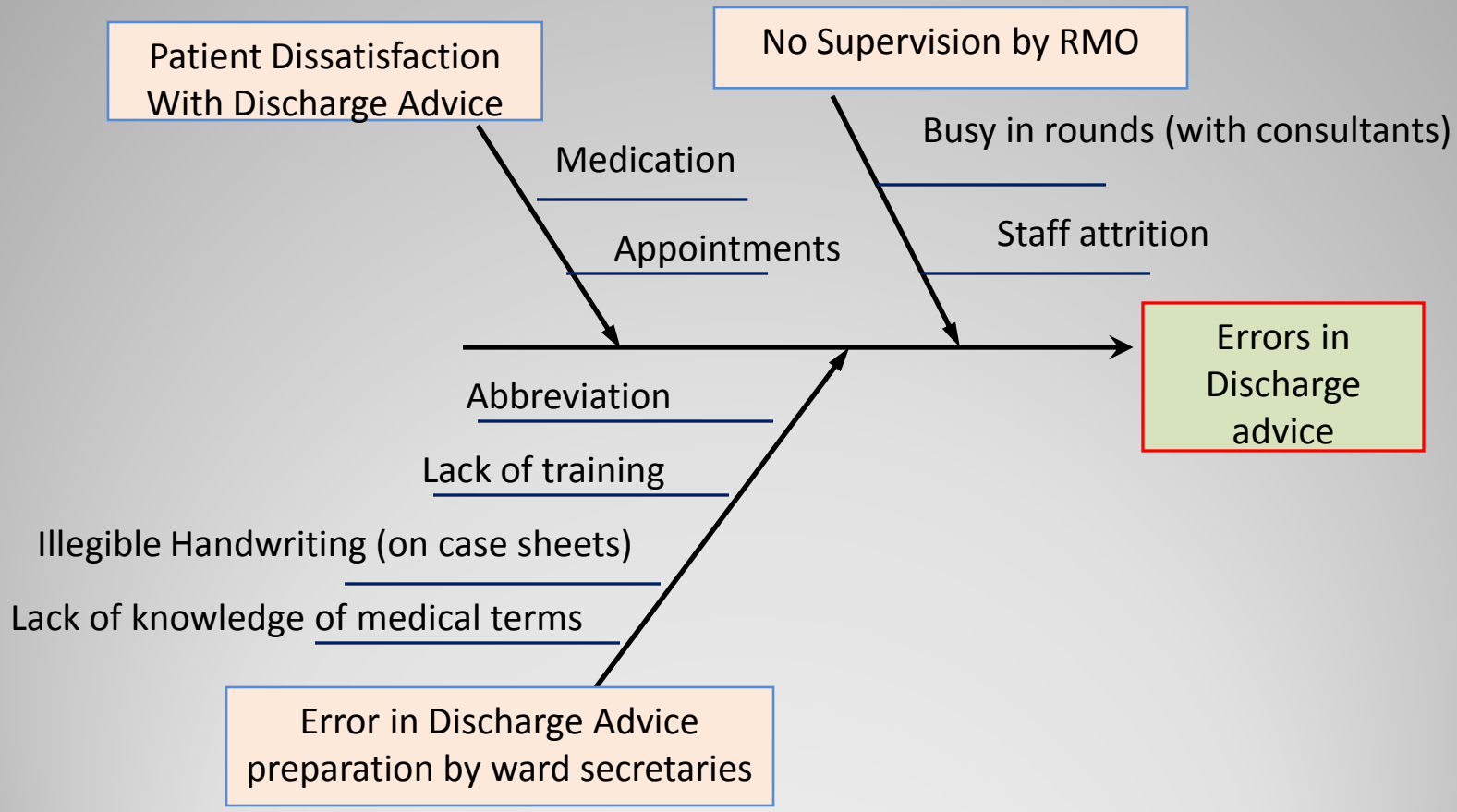
  Total score obtained by a specialty/ Maximum score can be obtained*100
- Percentage of compliance and non compliance was calculated for each component of audit tool.

  Total Score obtained in a component / Maximum score can be obtained *100
- Bar graph- Quantitative data
- Process flow and Root cause analysis –Qualitative data

The discharge advice preparation process



Root cause analysis of problems associated with patient discharge advice



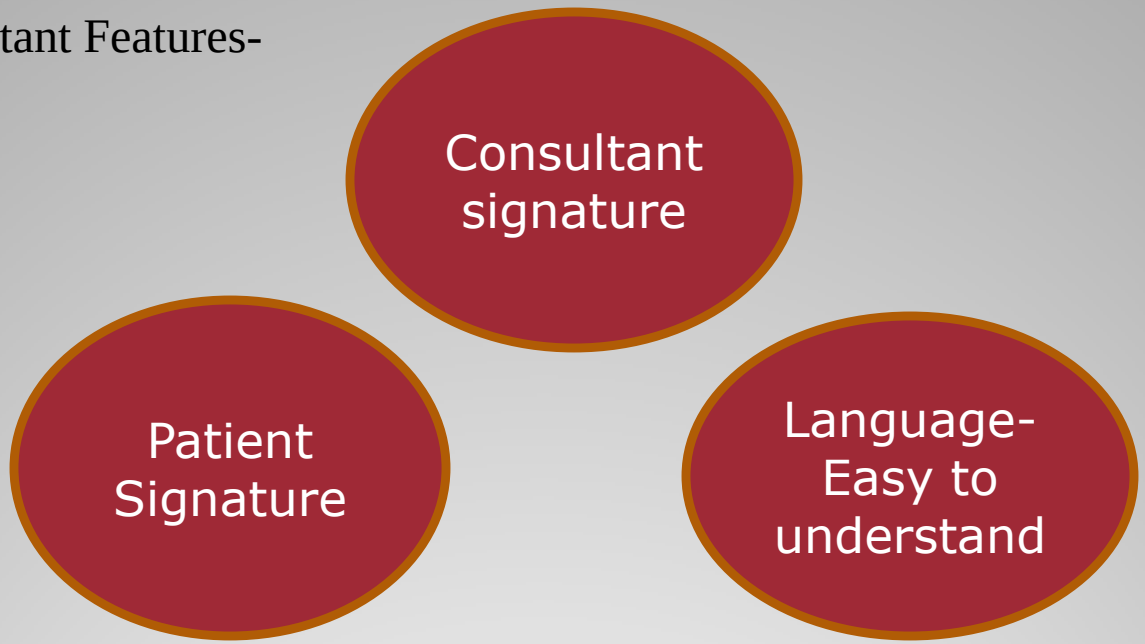
Components to be included in patient discharge advice

Medication	Follow-up Appointment	Urgent Care
• Dosage, • Frequency • Duration • Way to take the medicines • Reason	• Doctor's Name • Specialty • Date • Time • Site Information • Reason for appointment	• Condition • Number • Site information

Components to be included in patient discharge advice (Contd.)

Follow Up Test	Pending Test Reports	Other
• Test Name • Duration Or Date	• Test Name • Date Of Report Collection • Site Of Report Collection	• Activity Level • Diet • Restrictions On Bathing Etc

Other Important Features-



Audit tool

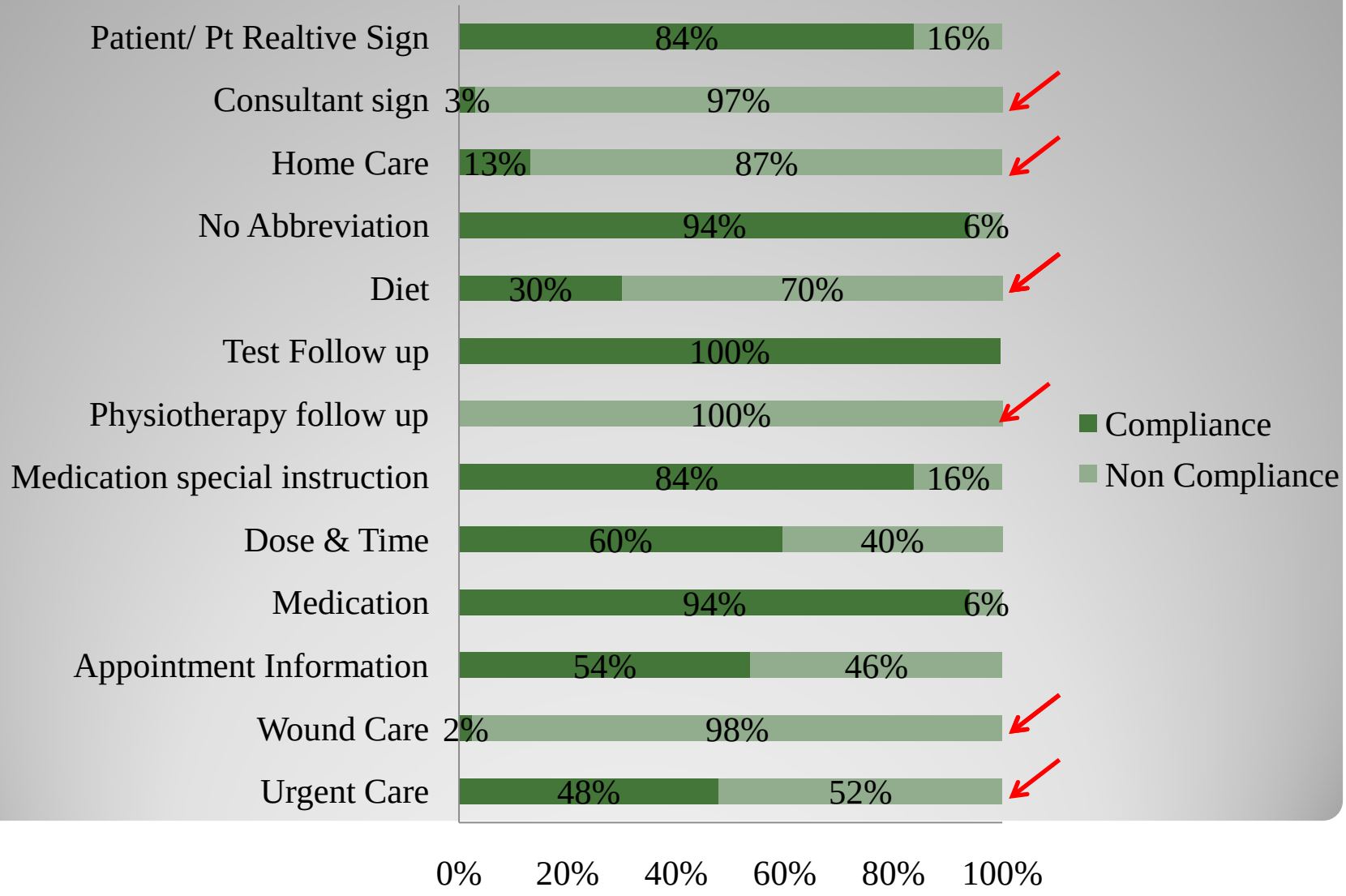
- Based on the literature review and discussion with quality head of the unit.
- Consists of 13 components.
- Audit tool.docx

Evaluation and compliance level assessment of the discharge advice

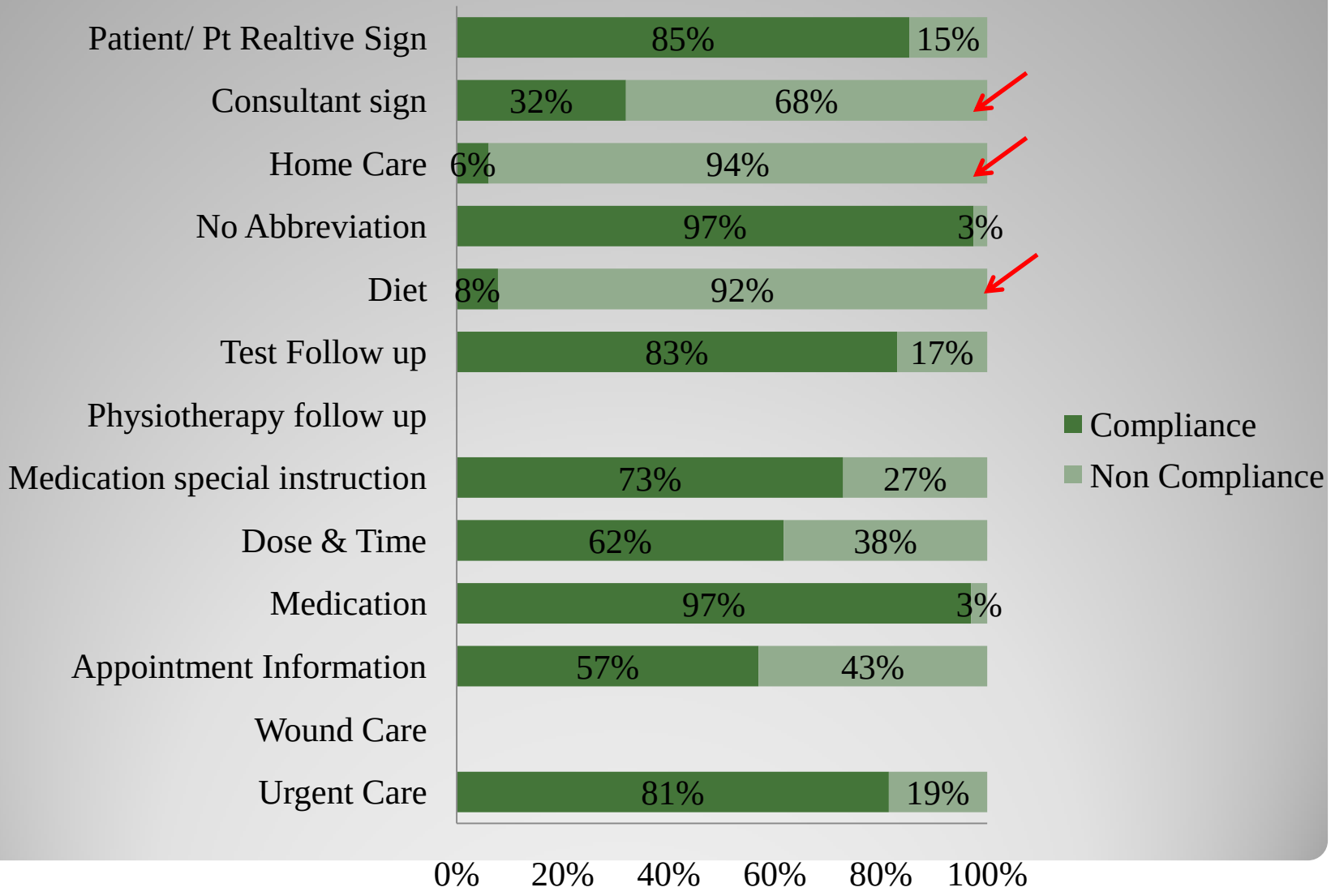
Specialty wise compliance level

Component wise Percentage of Compliance level of Specialty

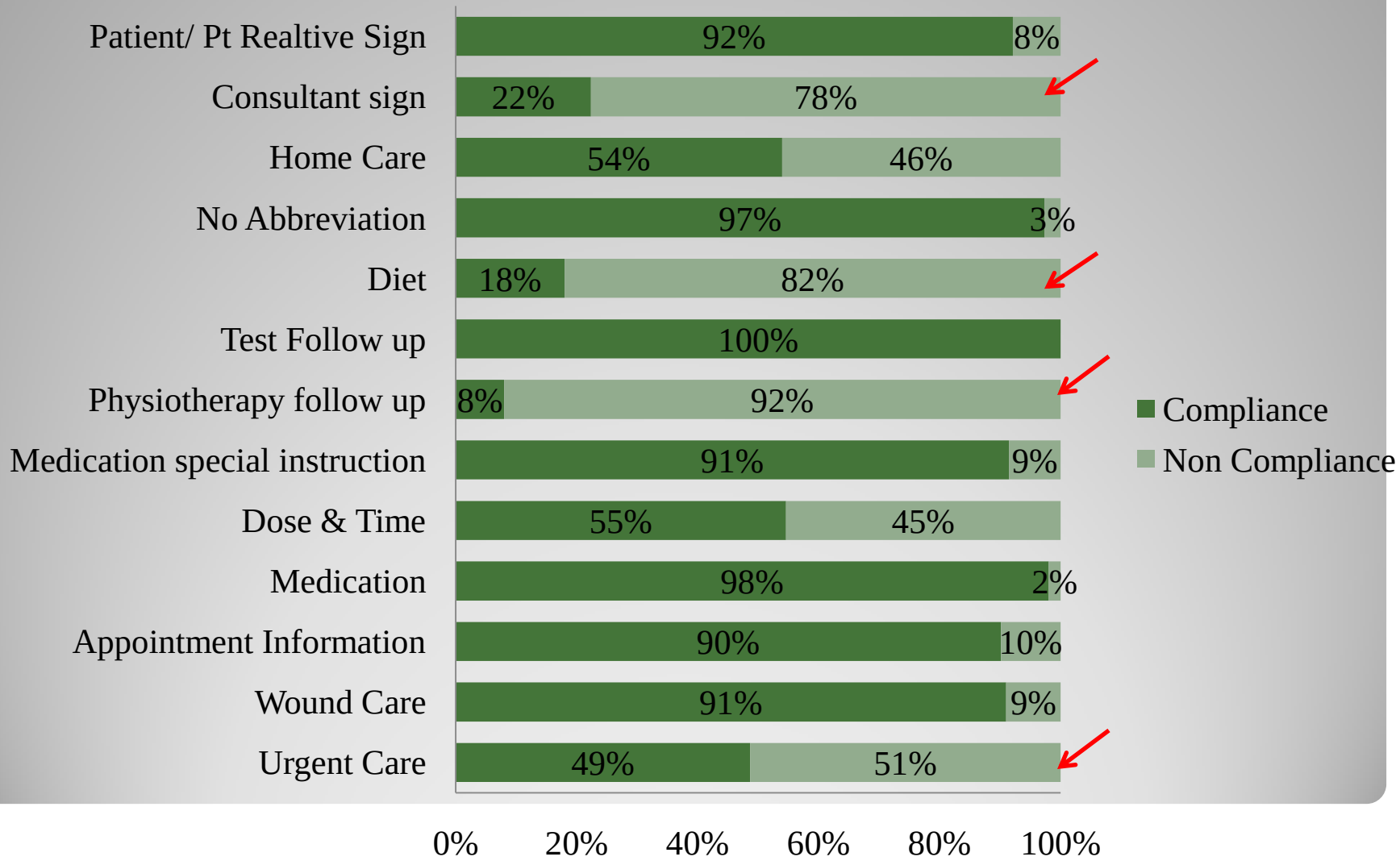
1. CVTS



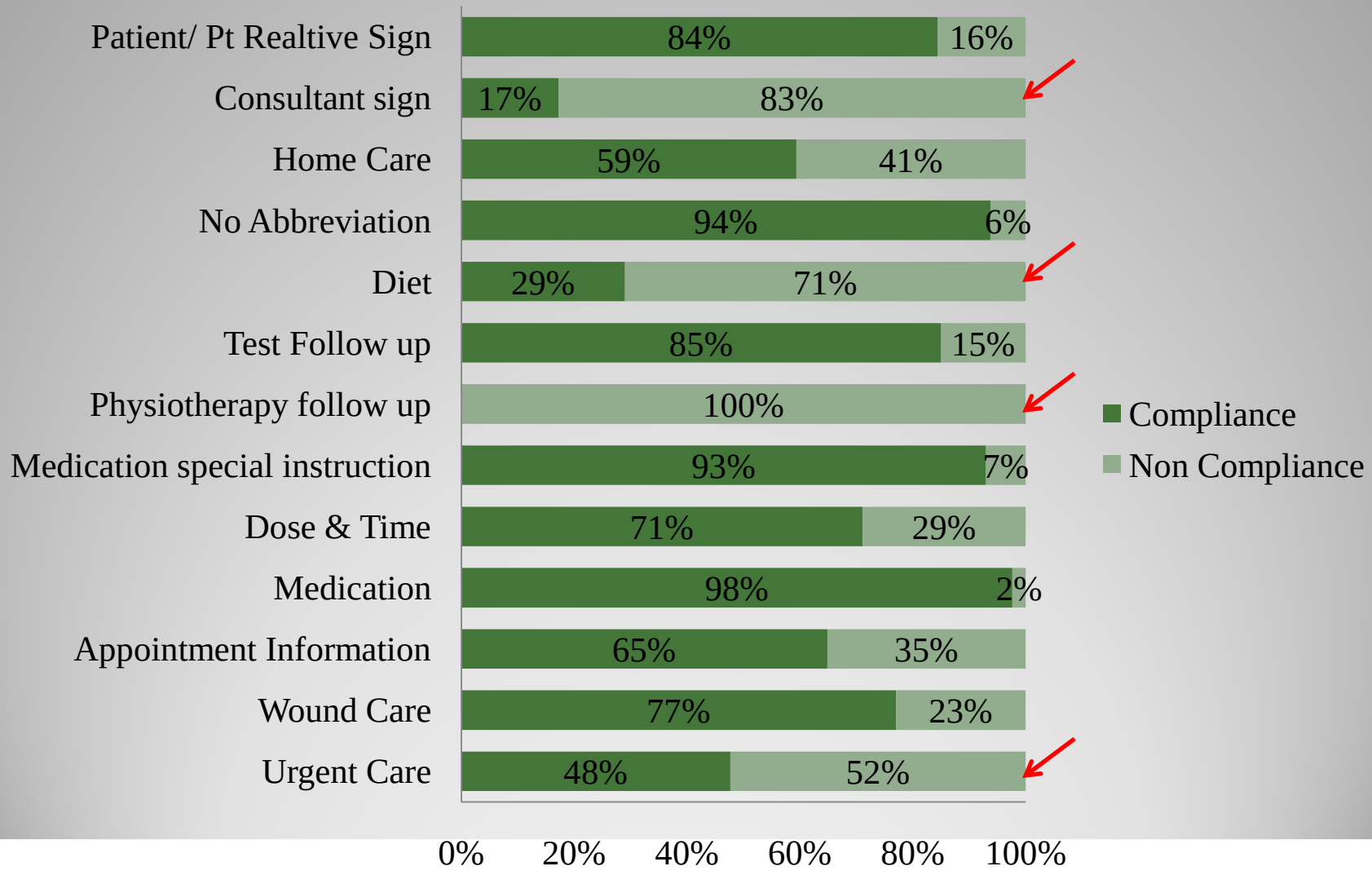
2. Cardiology



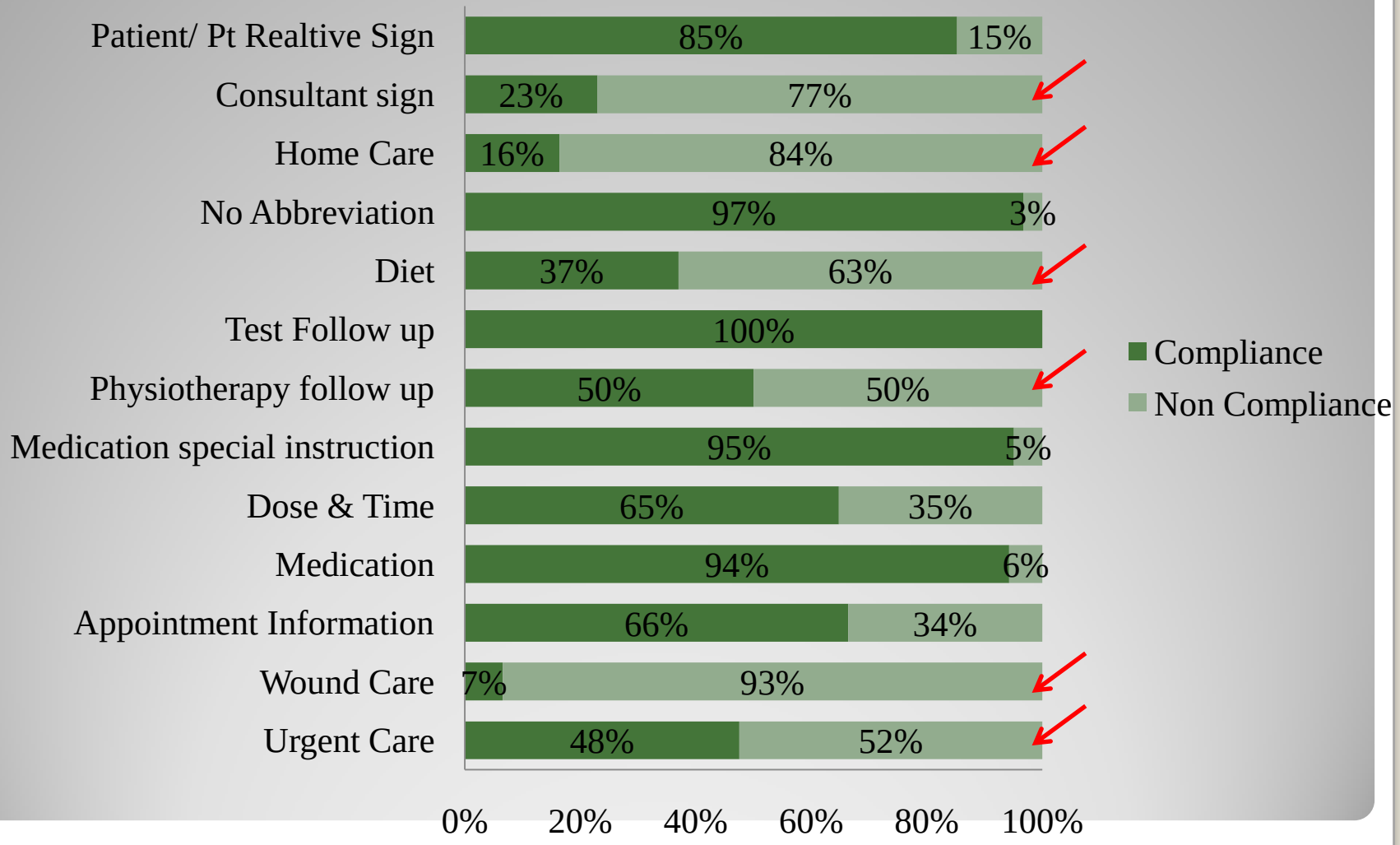
3.Orthopedics



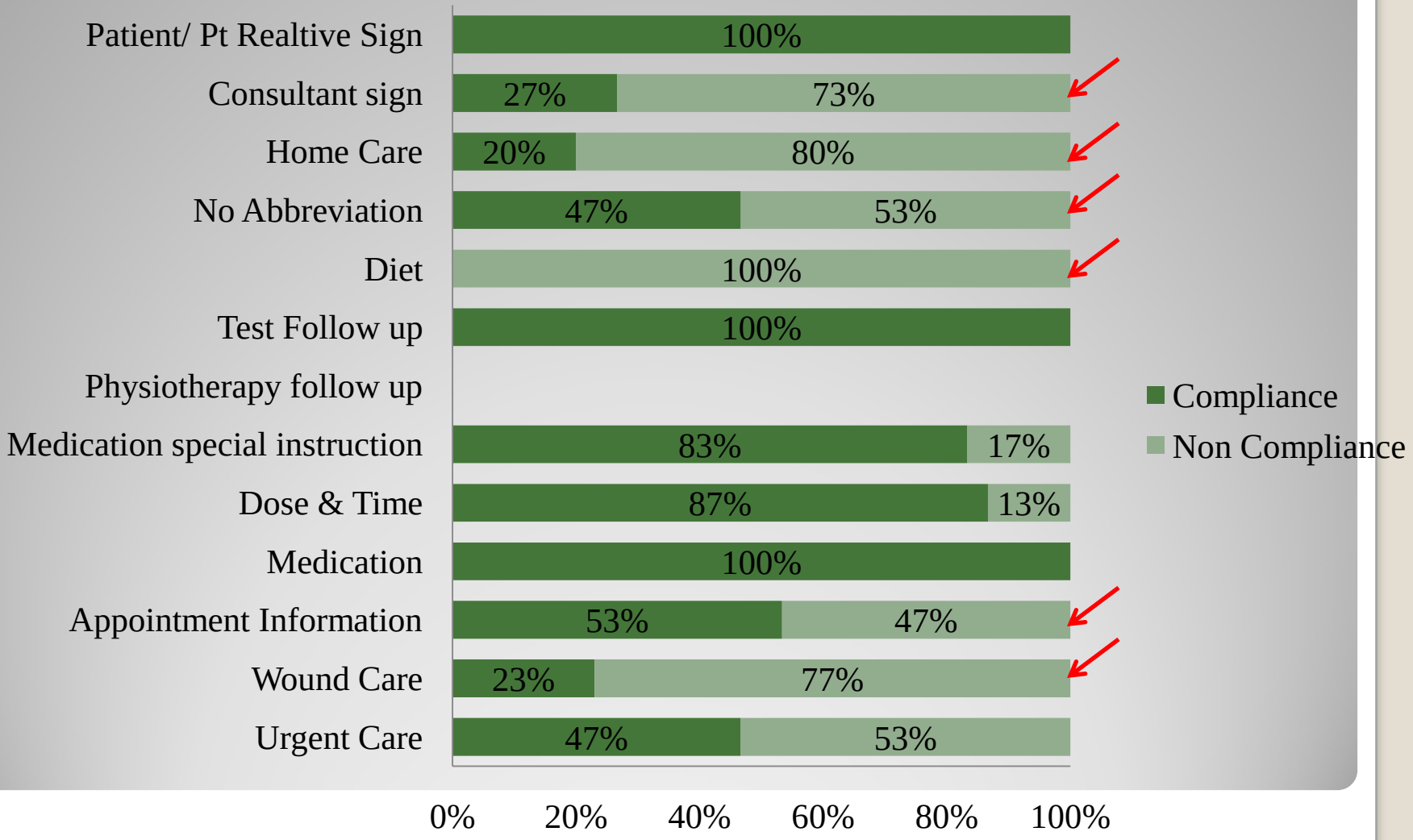
4.Neurosurgery



5.MAS


Patient/ Pt Realtive Sign
Consultant sign
Home Care
No Abbreviation
Diet
Test Follow up
Physiotherapy follow up
Medication special instruction
Dose & Time
Medication
Appointment Information
Wound Care
Urgent Care
85%
15%
23%
77%
16%
84%
97%
3%
37%
63%
100%
50%
50%
95%
5%
65%
35%
94%
6%
66%
34%
7%
93%
48%
52%
0%
20%
40%
60%
80%
100%
Compliance
Non Compliance

6.Vascular Surgery



- Component wise comparison of specialty compliance level.docx

Element of Non Compliance

- Emergency instructions-emergency contact number, site information, emergency conditions, use of medical term
- Follow up appointments-time, date, site information
- Prescribed medication-medication missed, referral doctor medication missed, inclusion of few non prescribed drugs
- Medication dosage and time missed dosage , frequency , duration or typing error in dosage ,frequency, duration

Discharge Advice Template

- Template-Surgical.dotx
- Template-Non Surgical.dotx

Recommendation

- Manual use of template developed for discharge advice is suggested to enter all required data.
- Template developed can be given to IT department and can be integrated with the discharge planning software or with the existing system.
- Use of IT in Hospital Processes should be encouraged .Proper training and orientation towards all the modules present should be given to the concerned staff.

Recommendation (contd)

- Training module should be developed for the ward secretaries to make them aware about the mandatory components and common medical terms used in the discharge summary and advice.
- Training and orientation of the Doctors to encourage them to write medication orders in capitals with all the components e.g. dosage, frequency, durations etc
- Doctors should be encouraged to write Discharge instructions separately under the heading ‘advice on discharge’ to avoid any confusion and to decrease probability of missing any instructions

- **Recommendation (contd)**
- Separate section to be included in Progress Notes related to advice on discharge where consultant doctors as well as referral doctors all should recommend their advice on discharge .
- Audit tool developed for this project can also be used as a checklist to make sure discharge advice is complete.
- Primary consultant should be encouraged to participate in the discharge summary and advice preparation process.
- Appointments and medications should be properly discussed with the patient prior to the finalization and should be decided on the basis of patient acceptance and comfortable level.

Conclusion

- Discharge advice is a guide for patient care outside the hospital setting. Involvement of patient and use of IT not only will ease the process but will also prevent creation of any confusion and dissatisfaction. Post discharge medication errors and readmission will be prevented leading to patient early recovery from ailment and will also benefit the hospital increasing the quality of whole system.

- Discharge advice preparation is a process which involves the participation of all concerned parties . Discharge advice if given in a planned and systematic way will surely enhance the quality of treatment given to the patient and will result in early as well as without any adverse event recovery from the ailment.

Thank You