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Figure List

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BLESSING-RIEMAN College of Nursing & Health Sciences

Discharge Handoff to the Nursing Homes

Kelly Henry, Taylor Legg, Amanda Mixer, & Maranda Neisen
NSG 405: Senior Leadership Change Project, Spring 2017

Assessment

Problem:

- Improve handoff communication between Blessing Hospital (BH) to area nursing homes
- No consistent discharge report between hospital and nursing homes

Literature Review:

- Nursing homes rely on hospital discharge communication to transition patients effectively[3]
- Nurses note poor discharge communication as barrier to safe and effective transition[2]
- Implementing a communication tool reduces the risk of transmitting inaccurate and incomplete information[1]
- Discharge summaries lack essential information[4]

Attitudes Beliefs and Knowledge:

- Handoff report impacts patient outcomes
- " When doing handoff report to the nursing homes there is no standard protocol, I give the information that I feel is the best at that time, for example last bowel movement, current vitals, and some general background information." – Angie B. 2 South, RN

Assessment Continued

Driving Forces:

- Nursing Staff/Management/Leadership
- BH Sepsis Committee
- High rate of readmitted nursing home patients (within 30 days)
- Centers for Medicare and Medicaid Services reimbursement

Restraining Forces:

- Time management
- Resistance to culture change

Planning

Change Agent Strategies:

- Normative-reeducative
- Rational-empirical

Short Term Goals:

- Educate staff on effective communication to the nursing homes

Long Term Goals:

- Better communication between hospital and nursing home when discharging
- Decrease nursing home readmission rates
- Implement discharge handoff into Electronic Medical Record (EMR)

Evaluation Plan:

- Monitor the readmission statistics with Performance Excellence Consultant

Implementation

Actual Implementation of the Change:

- Interviewed nursing staff/care manager on 2 South
- Educated nursing staff on medical surgical floor

Evaluation

Strategies to Hardwire Change

- Project members will continue working to implement change project as nurse residents, in collaboration with Associate CNOs and BH educators

Evaluate Effectiveness of Change:

- Develop EMR parameter
- Monitor the readmission statistics

Summary

What Did We Learn:

- Time management is important
- Importance of effective communication

What Would We Do Differently:

- Start project earlier
- Meet with nursing administration earlier
- Utilize all available resources

Figure 1.

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