Optimizing Notification of Hospital Admission and Discharge: A Resident-led Quality Initiative
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Background

There is increasing attention nationally to improve the continuum of care for patients. The advent of hospitalists has created significant challenges in effective communication of patient care. The quality and reliability of hospital admission and discharge notification of patients to primary care physicians, including residents, anecdotally was a concern.

Purpose

- To determine the current level of satisfaction for KU Ambulatory practice (faculty and residents) with notification of admit/discharge from KU Hospital and determine desired means of notification by KU Ambulatory practice.
- Based on the survey, an intervention would be developed to improve quality and satisfaction.

Methods

- A pre-intervention survey: determine the desired means and satisfaction of Ambulatory faculty and residents.
- Primary Intervention: Use of the EMR and a combination of text-paging, inbasket message and email notification, with desired details.
- Secondary Intervention: A workshop led by residents, was conducted to improve the quality and timeliness of discharge summaries.
- A post-intervention survey: to evaluate the intervention.

Results/Outcomes

- Survey summary: Pre Intervention 45/54 (83.3%) Post Intervention 49/54 (71.1%)
- Means of Admission Notification
  - Pre survey no standard way with 35.6% indicating no notification
  - Post survey with a deficiency of 5.2%
- Preferred Means of Admission Notification
  - Desired content
- Means of Notification of discharge
  - Pre survey no standard way with 27.6% indicating no notification
  - Post survey no standard way with a deficiency of 3.7%

Conclusion

A key component of the continuity of care for patients is good, timely communication, including the notification of major events including the admission and discharge of patients. A resident-led workshop and intervention highlights opportunities for residents to participate and execute quality initiatives that meet both educational and professional needs. Utilization of the EMR and technology can improve communication, as demonstrated by this initiative. We achieved great improvement in the provider satisfaction with the quality and timeliness of notification, which should facilitate better care for patients.

References


Source: https://www.mededportal.org/icollaborative/resource/352