



Improving Compliance: “ Discharge Information in Emergency Department”

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Connect. Converge. Co-create.





Introduction

- Staff survey on ED customer service conducted in 2 regions, KZN and Gauteng, showed common response from patients “ the need for information on their condition and how to manage this”
- HCAHPS report and daily patient satisfactory survey results showed low score on discharge information indicating that patients were not receiving advice on discharge
- No formal standard written discharge information was available
- Busy units staff forget to hand patients discharge information
- High staff turn-over and student rotation through Emergency Department affected compliance



Aim of Quality Improvement Focus

- Patient and family centred care
- Increase patient satisfaction
- Practice evidence based quality care



Strategy for Change

- A brainstorming session at Trauma Forum whereby:
 - were held consultation workshops to develop discharge information advice sheet for common illness /procedures
 - all categories of nursing staff across 44 ED's were involved
 - a specific customer care programme was also developed to focus on patient needs in ED, currently being rolled out to all units



Implementation & Evaluation

13 discharge information advice sheet created

Approval from Emergency Medicine Specialist

ED staff orientation

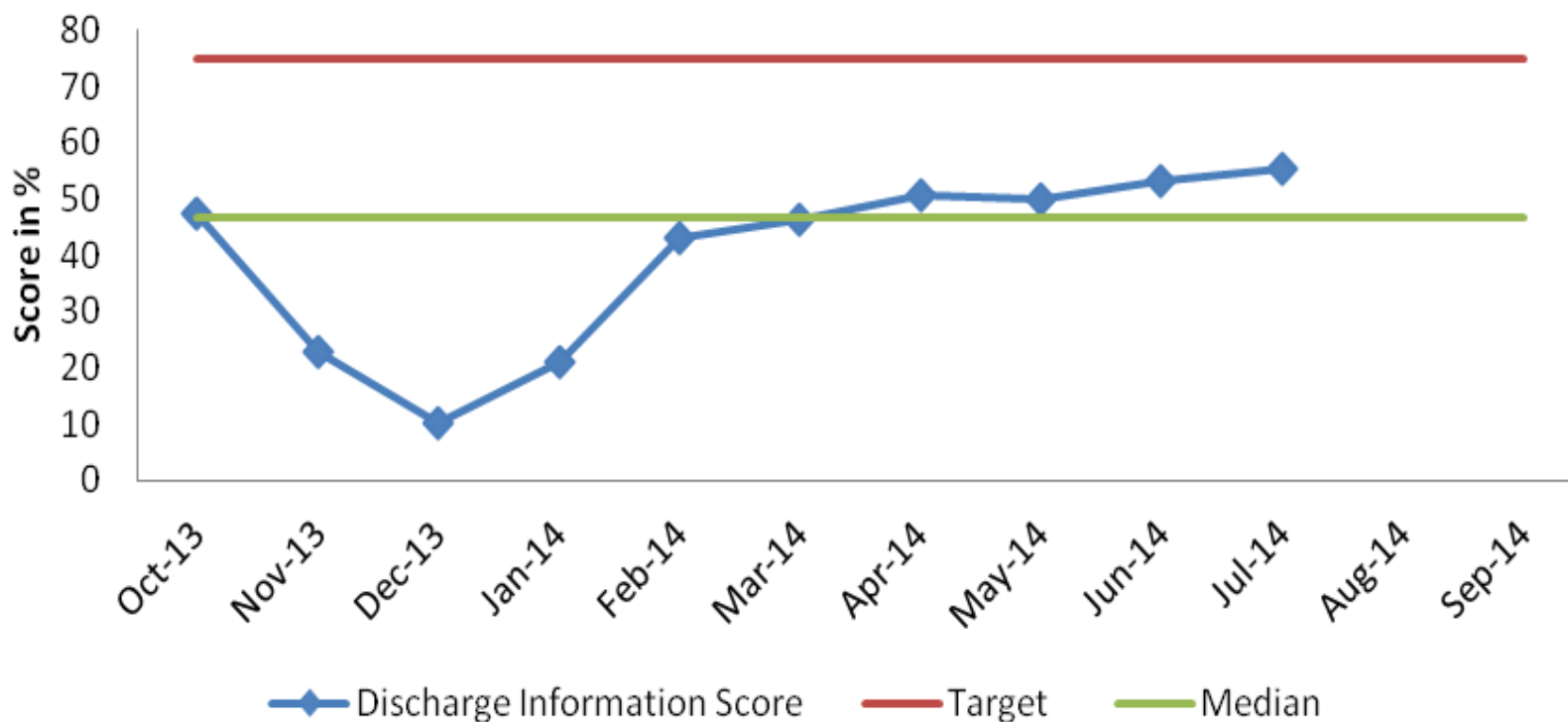
Access to discharge advice sheet

Monitoring Patient Satisfaction Survey (PSS)



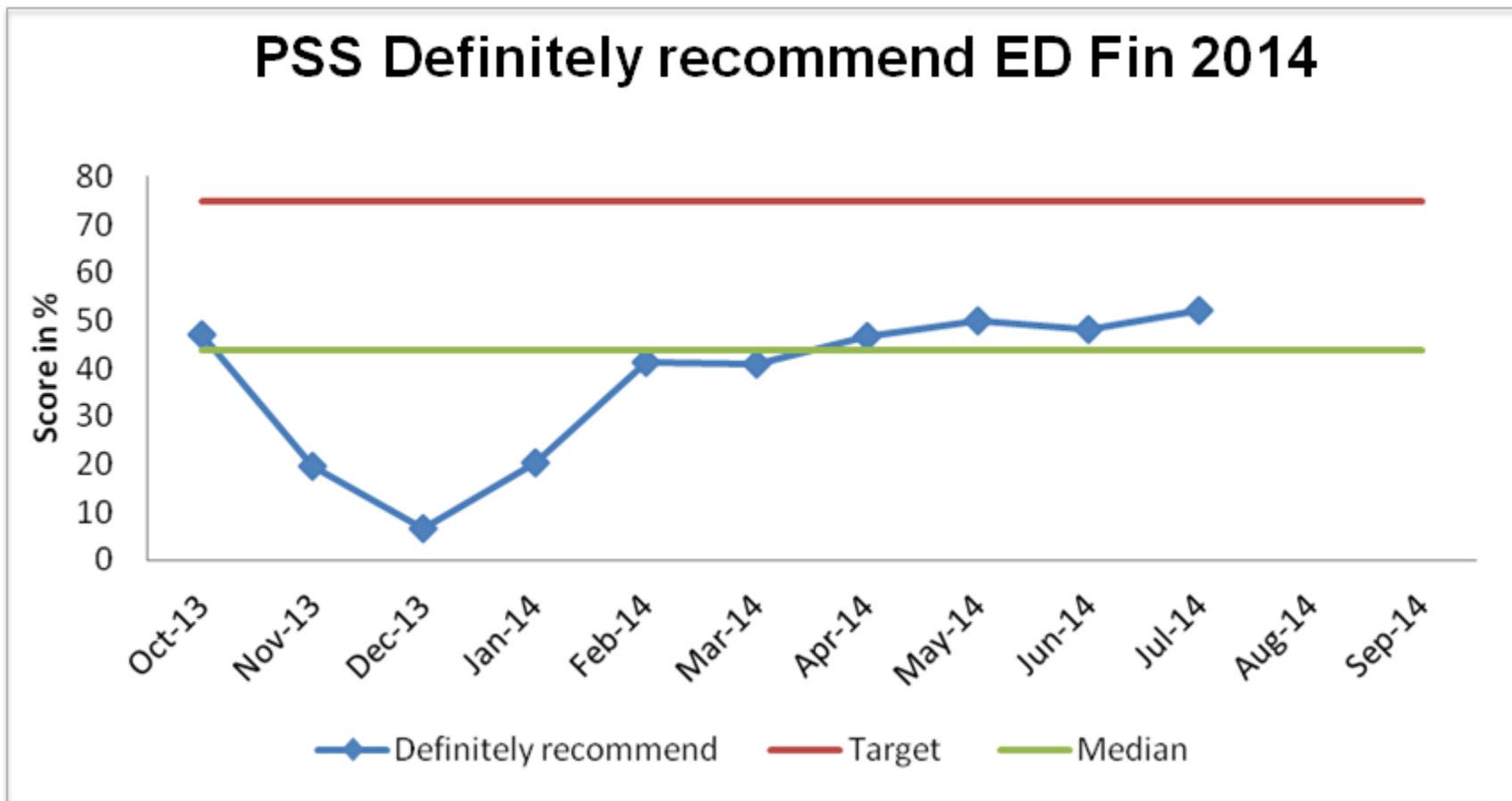
Discharge Information Score

PSS Discharge information Score ED Fin 2014





Definitely Recommend Score





Lessons Learnt & Message to Others

- Any change or improvement strategy requires a collective effort
- Role players buy-in
- Continuous auditing process to ensure improvement and compliance
- Standardization and availability of resources to user
- Quality care improves outcomes and minimises risk