Bliss 8 Post Discharge Phone Calls

August 20, 2013
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Nurse Manager, Bliss 8
Post Discharge Phone Calls

- HCAPS scores for overall experience dropped 2010-2011 (70.4-62)
- Post Op Phone Calls (Quint Studer)
- Pain Brochure with response to Pain Scores proved successful.
- RN with 20 plus years experience / 4 hours per week.
- Calls to all discharged patients on 42 bed general surgery unit.
Post Discharge Phone Calls

- Start Date – October 2011
- Contacts occur about 48 – 72 hours post discharge (3 attempts)
- Discharge about 300 patients per month.
- About 75-85% patients contacted.
Questions for Post Op Phone Calls

- Introduction and reason for call.
- How are you feeling (how is your pain doing) – reinforce pain brochure, any discharge instructions or teaching, constipation.
- How was your stay on Bliss 8?
- Is there anyone you want to commend for good service?
- Do you have any questions or concerns regarding your discharge instructions – follow up with physician
- Bliss 8 RN refers as needed to office staff, Patient Relations, Dr. Tandon and Theresa Brown APRN or ER.
Bariatric Communication Project

- Partnered with office staff and Bariatric Nurse Coordinator to create a process for direct communication about patient issues that need follow-up with the office.
- Bliss 8 communicates with the office staff by Email or phone call if needed.
- Both inform the patient when calling about the phone calls from the office and hospital.
Robo Prostatectomy Project

- Received multiple complaints about the drainage from the JP sites from patients.
- Robo patients are high volume/short LOS.
- Bliss 8 RN worked with Wound Care team, office RN and Urologists to use an ileo conduit bag to give the patient while in the hospital with instruction for use at home.
- Start date March 2012, since then, patients are more satisfied.
- Staff received a Full Circle Award from the Hospital.
Post Discharge Phone Calls

- Feedback was shared at H3W meetings with staff as both rewards and recognition / opportunities for improvement.
- Organized data by patient population; Bariatrics, Robo-Pros, and Hernias.
- Add questions as we introduce change in plan of care (patient type specific) and evaluate outcomes and satisfaction.
- Example: August 1 – Leg Bag Teaching Video (95) along with Pre-op Class for Robo-Pros patients.
- Next Steps – present data to Tallwood Institute / Upgrade video.
Post Discharge Phone Calls

HCAPS Scores

- Written Discharge Instructions
- Overall Experience
- Likely to Recommend

Fiscal Year
- FY2010
- FY2011
- FY2012
Post Discharge Phone Calls

- Physician Communication – August 2012.
- Funding from Tallwood Institute – Redcap Survey
- Abstract accepted as oral presentation for HH Nursing Research Day – October 2013.
- Article
## Post Op Phone Calls

<table>
<thead>
<tr>
<th>Month</th>
<th>Total # Patients</th>
<th>% Number Contacted</th>
<th>% Pleased</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>328</td>
<td>78%</td>
<td>95%</td>
</tr>
<tr>
<td>Feb</td>
<td>302</td>
<td>74%</td>
<td>90%</td>
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<tr>
<td>March</td>
<td>317</td>
<td>84%</td>
<td>76%</td>
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<td>75%</td>
<td>87%</td>
</tr>
<tr>
<td>May</td>
<td>297</td>
<td>76%</td>
<td>85%</td>
</tr>
<tr>
<td>June</td>
<td>289</td>
<td>75%</td>
<td>64%</td>
</tr>
<tr>
<td>July</td>
<td>300</td>
<td>65%</td>
<td>91%</td>
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