

# Bliss 8 Post Discharge Phone Calls

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# Post Discharge Phone Calls



A Hartford HealthCare Partner

- 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.

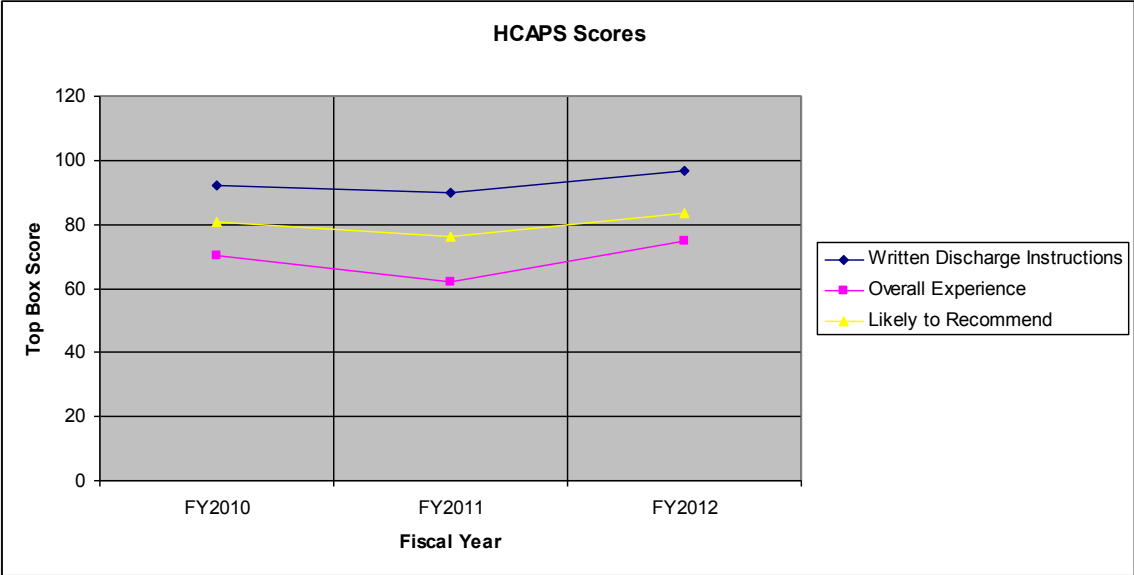
# Robo Prostatectomy Project

- 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.

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- 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

<b>Month</b>	<b>Total # Patients</b>	<b>% Number Contacted</b>	<b>% Pleased</b>
Jan	328	78%	95%
Feb	302	74%	90%
March	317	84%	76%
April	291	75%	87%
May	297	76%	85%
June	289	75%	64%
July	300	65%	91%