Improving Patient Satisfaction Scores Regarding Discharge Information and Overall Patient Experience Utilizing Discharge Checklist/Teach back Method

PURPOSE
The purpose of this project was to improve patient experience regarding discharge information and overall rating of the hospital utilizing discharge checklist and teach back method. The project aim was to improve the patient satisfaction scores of the intervention unit as it relates to discharge information and overall rating of the hospital.

BACKGROUND
This project was implemented in a 32 bed medicine unit in a large academic center in the Texas Medical Center, Houston Texas.

METHODOLOGY
A discharge instruction checklist with evidenced based teach back method was revised and adapted for this project. The nurses and unit leaders were educated on the discharge information checklist and teach back method. The nurses provided discharge education to the patients/families utilizing the discharge checklist and teach back method. Changes were made to the program based on staff feedback and utilizing the Plan-Do-Study-Act (PDSA) cycle.

The unit’s Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores were monitored weekly/monthly.

RESULTS
HCAHPS discharge domain increased from 83.9 % to 86.6% which is a 3.2 % increase compared to pre-implementation score.

The overall rating score increased from 69.3% to 73.5% which is a 6.1% increase when compared to pre-implementation score.

IMPLICATIONS
Improving patient satisfaction is a multidisciplinary approach and should involve input from patients/families and staff.

Keeping staff engaged and supported are important during new project implementation.