Idaho Real Choices

Hospital Discharge Model
(HDM) Grant

This publication has been created or produced by Idaho State University - Institute of Rural Health with financial assistance, in whole or in part, through a grant from the Centers for Medicare & Medicaid Services, the Federal

Key Elements of Successful Discharge Planning

- Elements repeatedly seen across the literature on discharge planning
- Elements vary in intensity and difficulty across rural and urban environments rather than content
- Hospitals are doing many things rights… identify possible improvement areas

Organization & Efficiency

- How is the patient and family introduced to their case manager & discharge planning?
- How can you reduce redundancy of paperwork for patients and their families?
- What is the mechanism for patient feedback?
- Who is responsible for follow-up?

Time management issues

- Begin discharge planning at admission
- How can intake information support discharge planning?
- How can case managers be informed of discharge needs more quickly and efficiently?
- How could the case manager be introduced earlier in the care process?

Engaging Patients and Families

- How could the tools of your organization be more patient friendly?
- How do you actively seek input from patients and families?
- How do you express appreciation and support for families?

Maximizing Resources

- How can you make new community connections with providers?
- Developing informal supports:
  - Church groups, service groups, neighbors, friends, or family
  - How can you become more connected with informal support groups?
  - Do you have a tool that assists with organizing informal supports?

Individualized Assessment

- Assessment should reflect true needs AND what's important to the patient
- Do your assessment tools address more than just medical needs?
- Does the patient have a way to express *preferences* and *emotional reactions*?
- Do you know what the patient's *ideal care* would look like if possible?

Implementation of the Discharge Plan

- Ensuring the success of the process by improving follow-through.
- Is there a follow-up mechanism in place?
- How do you know it happened as planned?
- How do you get patient input about whether their needs and wants are being met?

Patient Education

- How could you better provide hands on guidance for any of the following:
  - medication issues
  - medical diagnoses
  - follow-up care
  - appointments with providers

Patient Education

- How does the patient know about their self-care instructions at discharge?
- Does the patient have a copy of their discharge plan?
- How could you better provide medication information or helpful hints for home?

Successful Discharge Planning

- Improving organization & efficiency
- Time management issues
- Engaging patients and families
- Maximizing resources
- Individualized assessment
- Implementation
- Patient Education

Lessons Learned

- Finalizing Resource Advisory Partnership (RAP) Committee liaisons
- I.D. type of hospital serving as a pilot site
- Discharge planning is one component to overall service arrangement and coordination or case management
- Key personal relationships contribute to collaboration and successful outcomes

Challenges Encountered

- Finalizing Pilot Hospitals – Signed MOA
- IRB Protocol
- Spanish Translation
- Subcontracts
- Content Experts – Webinar Presentations