



The Importance of Discharge Planning


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(Re) Hospitalization

- ▶ Associated with severity of illness
- ▶ Associated with quality of care
- ▶ Associated with discontinuity in care
 - Provision
 - Communication

Process

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- ▶ Begin planning early in hospitalization
 - ▶ Patient, patient's family, physician, other staff participate throughout process
 - ▶ Discuss alternatives with patient/family
 - ▶ Prior to discharge, arrange or assist in arranging services
 - ▶ Agree with post-discharge provider/caregiver about roles


“Speak UP”

▶ Before leaving the hospital

- Discharge planner, social worker or nurse who can help you plan your follow-up care
- Family member/friend who can help plan your follow-up care
- Notepad that you can write questions, answers and reminders on

▶ If you have trouble understanding the language used in the instructions, ask for a translation or an interpreter


“Speak UP”

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- ▶ If you feel overwhelmed by the follow-up care, ask about
 - Home care services or skilled nursing facility
 - Payment options
 - ▶ Ask questions about your condition
 - ▶ Ask questions about your medicines

Plan Based on Patient's Needs

- ▶ Physical care
- ▶ Psychosocial care
- ▶ Rehabilitation

Patient Education

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- ▶ Explanation of discharge
 - ▶ Self-care
 - ▶ Explanation of how to obtain continuing/emergency care
 - ▶ List of community resources/referrals
 - ▶ Reconciled list of medications
 - ▶ *Understandable* instructions for patient/family
 - Language
 - Culture
 - Health literacy

Information to Provider/Caregiver

- ▶ Reason for discharge
- ▶ Physical/psychosocial status
- ▶ Summary of care
- ▶ Patient's progress
- ▶ List of community resources/referrals provided to patient
- ▶ Medication reconciliation “complete” list of medications
- ▶ Opportunity to clarify