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

- 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”

- 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

- 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