



Discharge 2.0

Kennestone Regional Medical Center

Presentation Objectives

- Describe strategies to improve patient throughput with centralized discharge processes
- Identify strategies to improve the patient discharge experience
- Identify strategies to improve patient quality outcomes through standardized discharge processes and enhanced patient services



Hospital Overview

- The largest of 11 WellStar hospitals
- 633 Licensed Beds
- 160 Bed Emergency Department
 - 2nd largest and 11th busiest Emergency Department in the nation



Wellstar



American Heart Association
American Stroke Association
CERTIFICATION
 Meets standards for
Comprehensive Stroke Center



Blue Distinction®
Center+
 Knee/Hip



The Joint Commission
CERTIFICATION
 Meets standards for
Comprehensive Cardiac Center

American Heart Association



AACN
BEACON AWARD
 FOR EXCELLENCE™



Premier Recognition In the Specialty of Med-Surg



Discharge Center - Introduction

- The Discharge Lounge offers a comfortable and convenient place for patients who have been discharged from an inpatient hospital unit and are awaiting transportation home.



Wellstar

Initial Set-up

- Developing operational guidelines
- Hours of operation/Personnel
- Converted waiting area into a Discharge Center
 - Lounge chairs, food, T.V.
 - Single direction flow
 - Easy access to providers



Inclusion/Exclusion Criteria

Inclusion

- Inpatient
- Observation
- Outpatient
- Emergency Department
- Ambulatory
- Able to sit in chair

Exclusion

- Active communicable disease
- Altered mental status
- 2 person assist with mobility
- Stretcher patients
- Unaccompanied minors
- Newborn



Wellstar Model



- Added Value:
 - Services in the Discharge Center
- Review discharge information with patient and family
 - Provide as much time as needed to answer all questions
- Make or confirm post-acute appointments
 - Arrange transportation



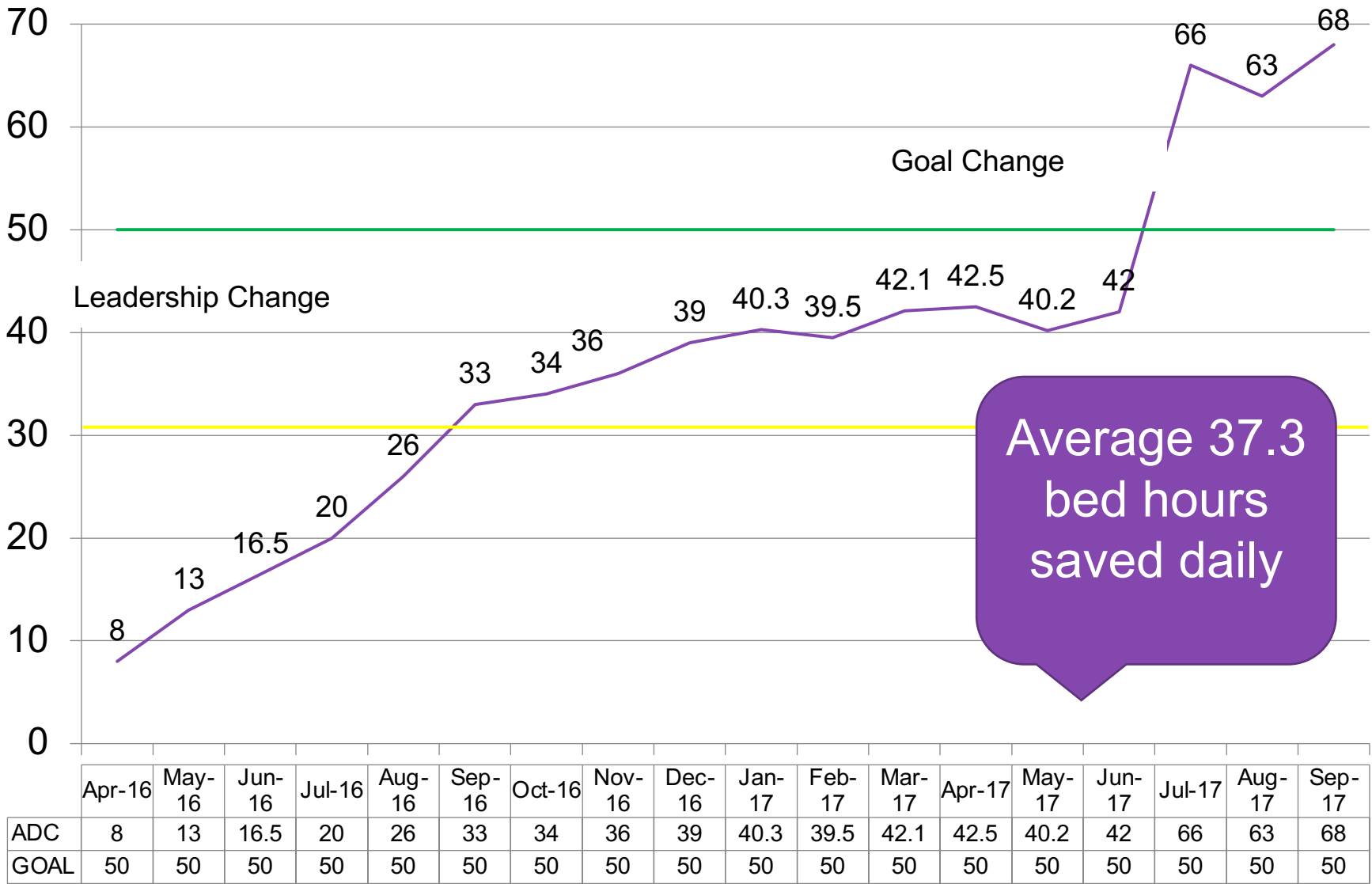
Wellstar

Wellstar Model

- Confirm or manage delivery of DME and oxygen
- Final Medication Reconciliation with Pharmacist
- Fill and deliver Rx before departure
 - Retail Pharmacy onsite
 - Software to help manage medication administration
- Identify and arrange for social and community services that may benefit the patient

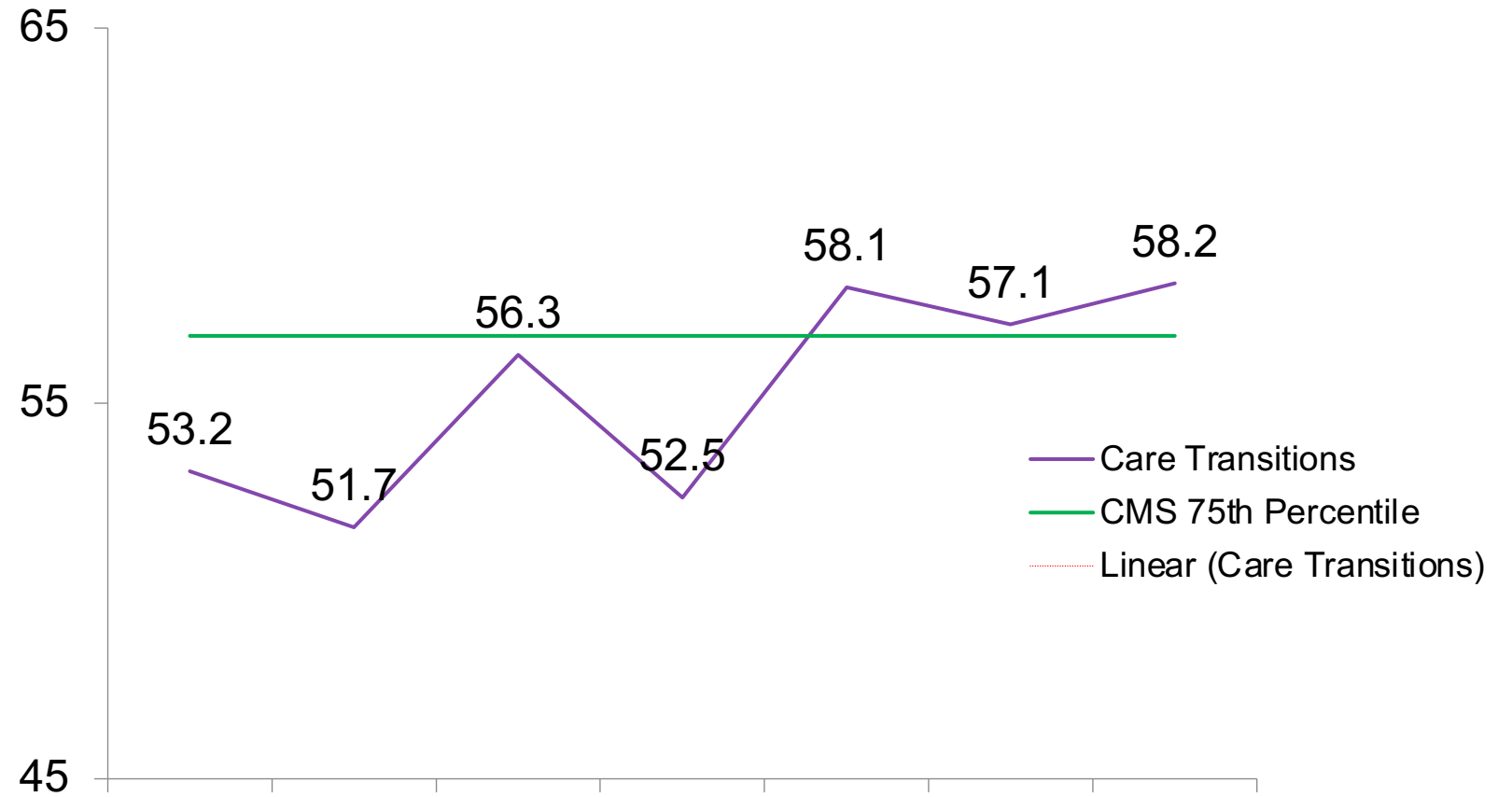


Discharge Center 1.0 Outcomes



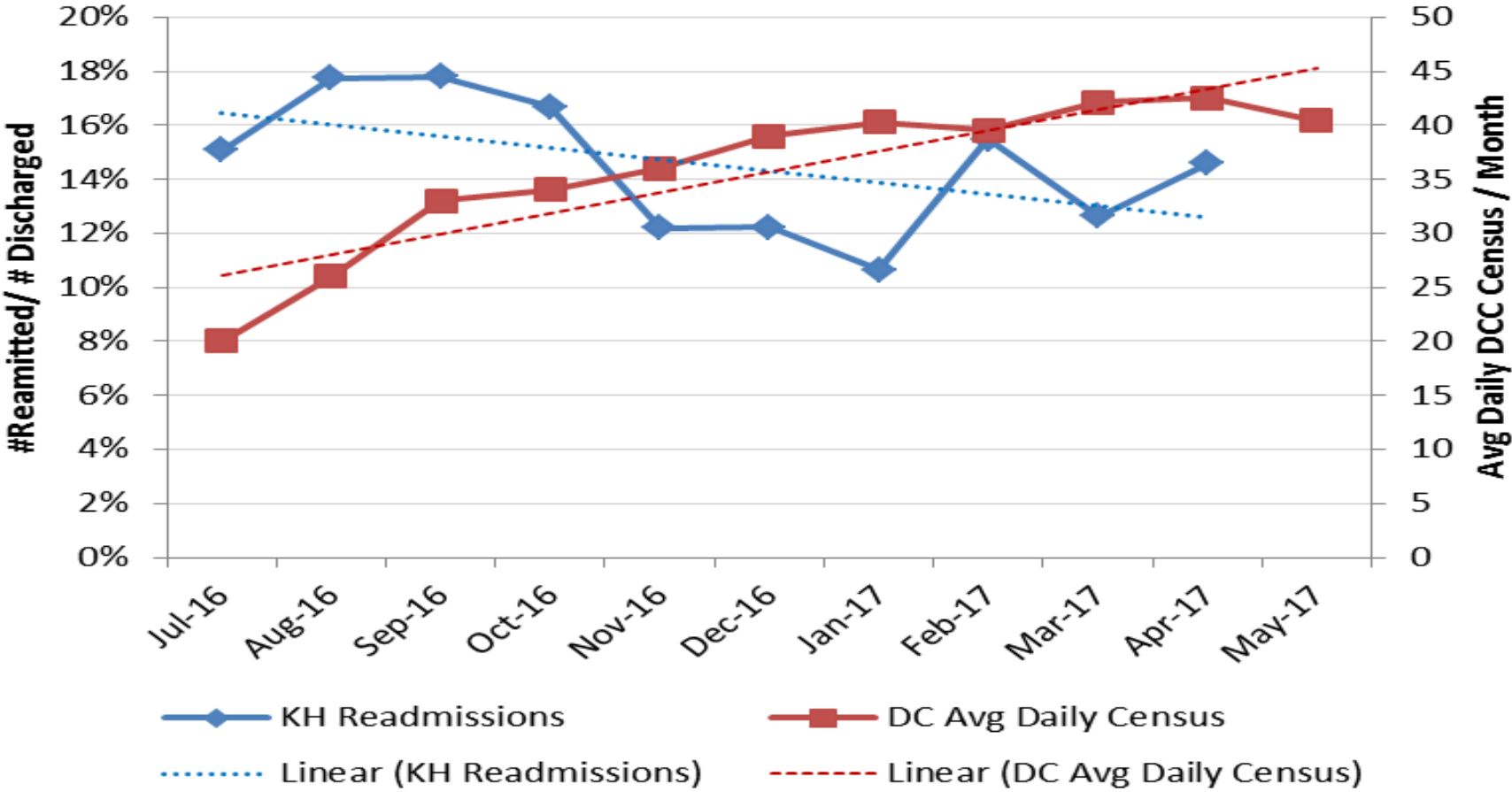
— ADC — GOAL - - - Linear (ADC)

Care Transitions HCAHPS Domain



	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Care Transitions	53.2	51.7	56.3	52.5	58.1	57.1	58.2
CMS 75th Percentile	56.8	56.8	56.8	56.8	56.8	56.8	56.8

KH Readmissions Trend Compared to Discharge Center Avg Daily Census

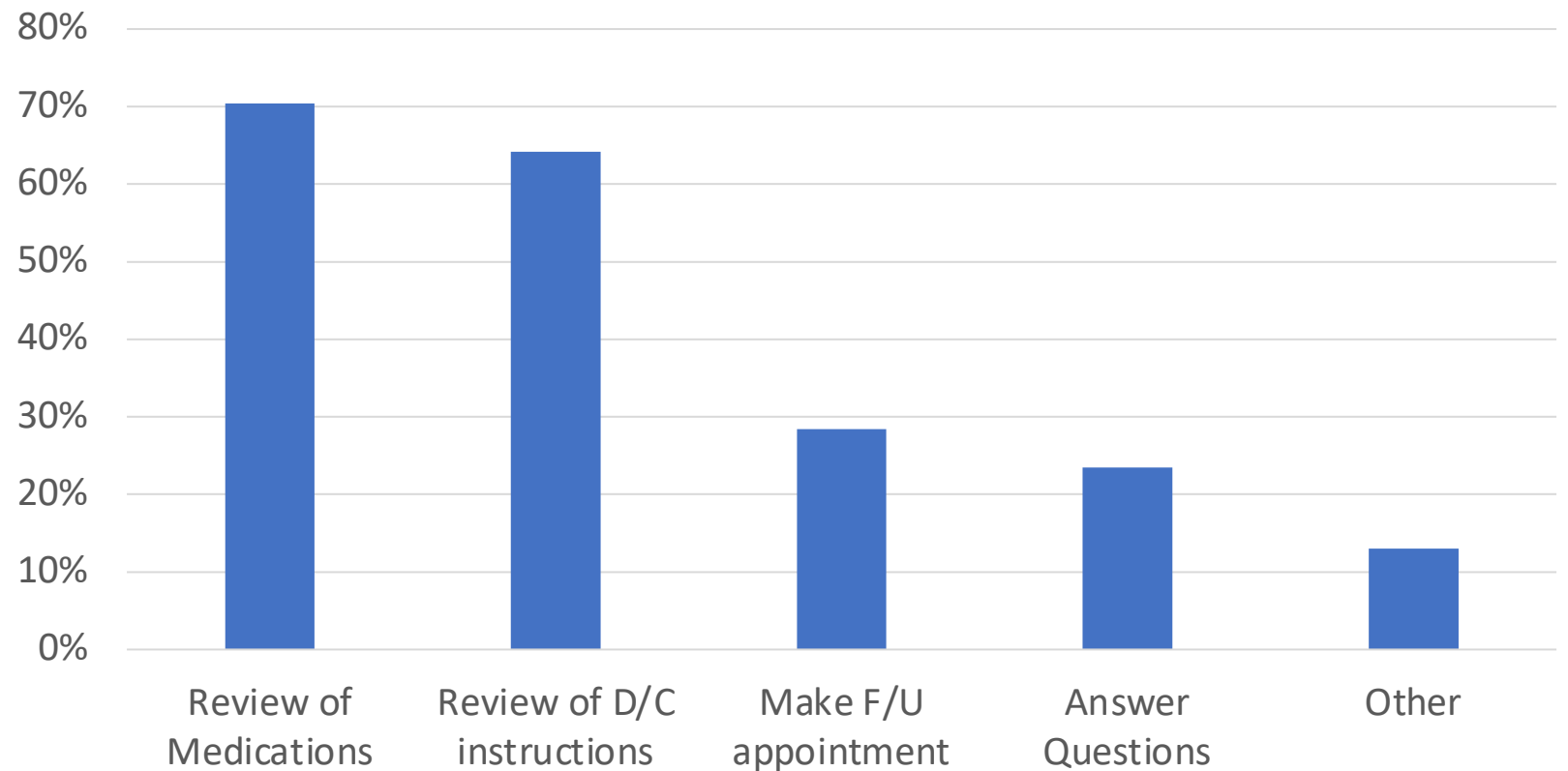


Patient Perception

Over 91% reported that the DCC better prepared the patient and their family to continue care at home.

Over 86% rated their experience with the DCC as excellent

What DCC Services Were Most Helpful



Wellstar

Communication with Patients and Families

A member of our staff will escort the patient from the Discharge Lounge to your car. Please see map on the back of this brochure.

To reach a healthcare professional at the Discharge Lounge, please call 470-793-6100.

The WellStar Kennestone Hospital Discharge Lounge is located on the main level of the Blue Tower. A circle drive in front of the hospital Main Entrance (The Lipson Center) offers easy and convenient pick up.

677 Church Street, Marietta, GA 30060



Planning for Your Hospital Discharge
WellStar Kennestone Hospital Discharge Lounge

WELLSTAR
Kennestone Hospital
677 Church Street
Marietta, GA 30060

196 - W01K1

WELLSTAR
Kennestone Hospital

we believe
in the medical.



The WellStar Kennestone Hospital Discharge Lounge

The Discharge Lounge offers a comfortable and convenient place for patients who have been discharged from an inpatient hospital unit and are awaiting transportation home.

The lounge is open Monday-Friday, 8 a.m. – 8 p.m. (or until the last patient is discharged).

For your convenience, the Discharge Lounge is staffed with a team of healthcare professionals who can assist you with:

- Scheduling follow-up appointments
- Filling your prescriptions
- Discussing your instructions for care at home
- When necessary, arranging transportation for unforeseen obstacles

The Discharge Lounge offers:

- Comfortable recliners
- Telephones
- Refreshments
- Restrooms

To accommodate your schedule and help you avoid any unnecessary delays, please notify the Discharge Lounge of the time you plan to pick up a patient at 470-793-6100 or 470-793-6101 (Ext. 36100).

(Continued on back)

To our patients and families...

In an effort to streamline the discharge process for patients, we have established a standard discharge time of 11 a.m. for all hospital discharges.

Prior to discharge, team members will discuss discharge plans with you and provide information on follow-up care, medication and ensure the patient has all instructions for care at home.

Anticipated discharge dates are discussed during the patient's stay so family members can best prepare for discharge to home. If you are unable to leave the hospital by 11 a.m. on your discharge date, you will be able to comfortably wait for your ride in the Discharge Lounge, which is staffed with healthcare professionals.



Wellstar

Challenges

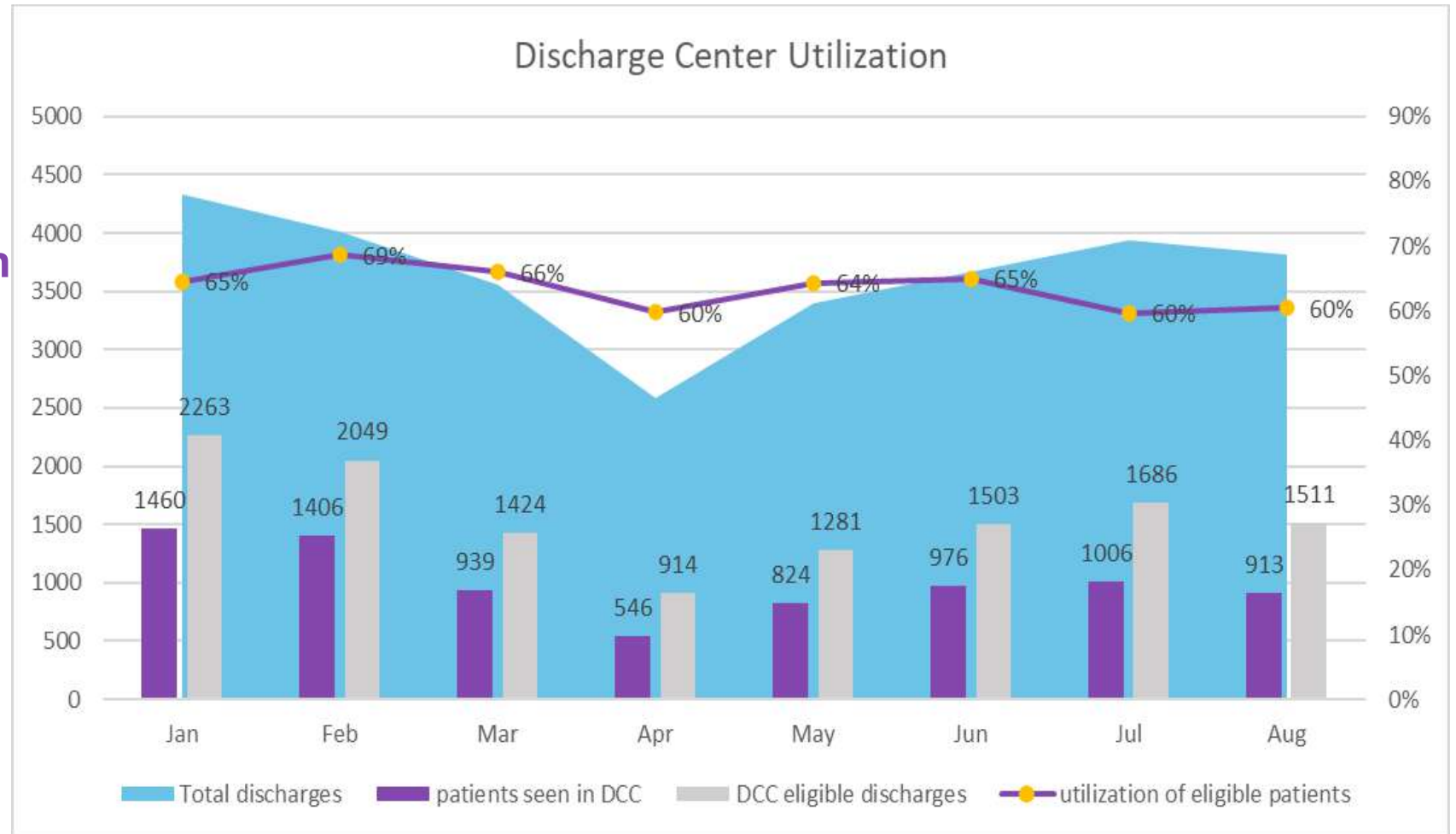
- Buy-in from nurses
- Buy-in from Physicians
- Patients feeling pushed out
- Pressure from patients/family on transporter or volunteer to take them straight to their car
- Ownership vs. Leadership
- Cost



Where are we today?

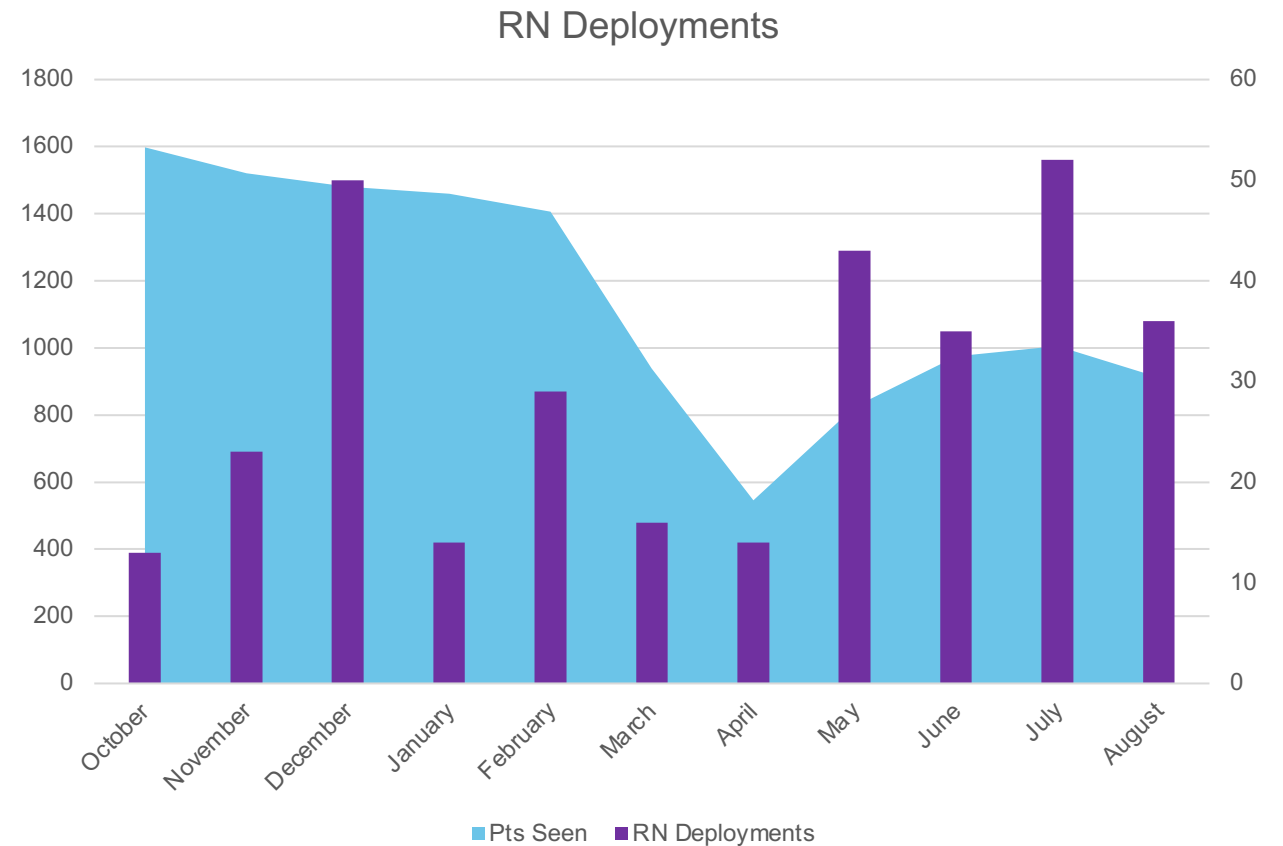
Patients Seen

2016: 5,822
2017: 12,461
2018: 17,840
2019: 17,927



Push vs Pull Model

- Changed hours to Monday – Friday 9am – 9pm
- Consolidated staff to have more staff available each day
- Began deploying nurses to the floors to pull patients, instead of waiting for patients to be pushed down.



Metro Transportation Partnership

- SAR, SNF, ALF and other medical transport patients are brought down to the discharge center and managed by the EMS crew until they are picked up.
- Transporting EMS crew can simply exchange stretchers and expedite their time on scene.



What comes next?

- Expand the staff to have a full discharge team
- Building out bays for SAR/SNF patients to be brought down and cared for by Discharge Center RN's



Questions

- Schiara Gonzalez Parker, MBA, BSN, RN, LSSGB
 - schiara.gonzalezparker@wellstar.org

- Regine Thigpen, MSN, RN, NE-BC
 - regine.thigpen@wellstar.org

