



**Interfaith
Medical Center**

Department of Psychiatry

Performance Improvement Initiative: The
Readmission Quality Collaborative

Enhanced Discharge Process:

Discharge Interview checklist and Teach back

Team Composition:

- ❖ Medical Champion: Psychiatrist
- ❖ Two Team Leaders: one on each floor
- ❖ Eight Members:
 - ❖ Emergency Room Psychiatrist
 - ❖ Clinical Coordinators
 - ❖ Nurse Managers
 - ❖ Chairman
 - ❖ Director-Acute Psychiatric Services
 - ❖ Administrative Director
- ❖ Oversight: Director of Quality Assurance for Behavioral Health

Design of the Tool

(Adapted from Samaritan Hospital Form) Modified version:

I. Patient's discharge readiness questionnaire checklist (Yes or No response)

- ❖ Date and location of outpatient follow up appointment
- ❖ Availability of transportation to the appointment
- ❖ Filling prescription after discharge from hospital
- ❖ Housing plans after discharge from the hospital

Design of the Tool

(Adapted from Samaritan Hospital Form) Modified version:

II. Teach Back Questionnaire

- ❖ Describe his/her illness
- ❖ Medications prescribed and how they are taken
- ❖ Name some side effects of medications
- ❖ Signs and symptoms that illness is returning and name coping skills
- ❖ Name two people that can be contacted when struggling with the sign and symptoms after leaving the hospital

Process Flow

- ❖ Completed by patient's therapist during therapy session
- ❖ Done a day or two prior to patient's discharge date
- ❖ Completed during formulation of patient's safety plan for use after leaving the hospital and discharge to the community

Challenges

- ❖ Implementation
- ❖ Refusal of patients
- ❖ Documentation issues

Success

- ❖ Staff embraced the process
- ❖ 48% completion rate (still in paper)
- ❖ Document will be part of the electronic medical record (e-MR) starting July

Thank you