



Bridging Care Transitions: Post DC Phone Calls to Home

Jane McLeod , RN MSN

Capstone Leadership Solutions Principal /Co-Founder

The Nursing Bundle of Best Practices



a little bundle

The Nursing Bundle of Best Practices

Post DC Phone Calls to Home

Not just for “nice”

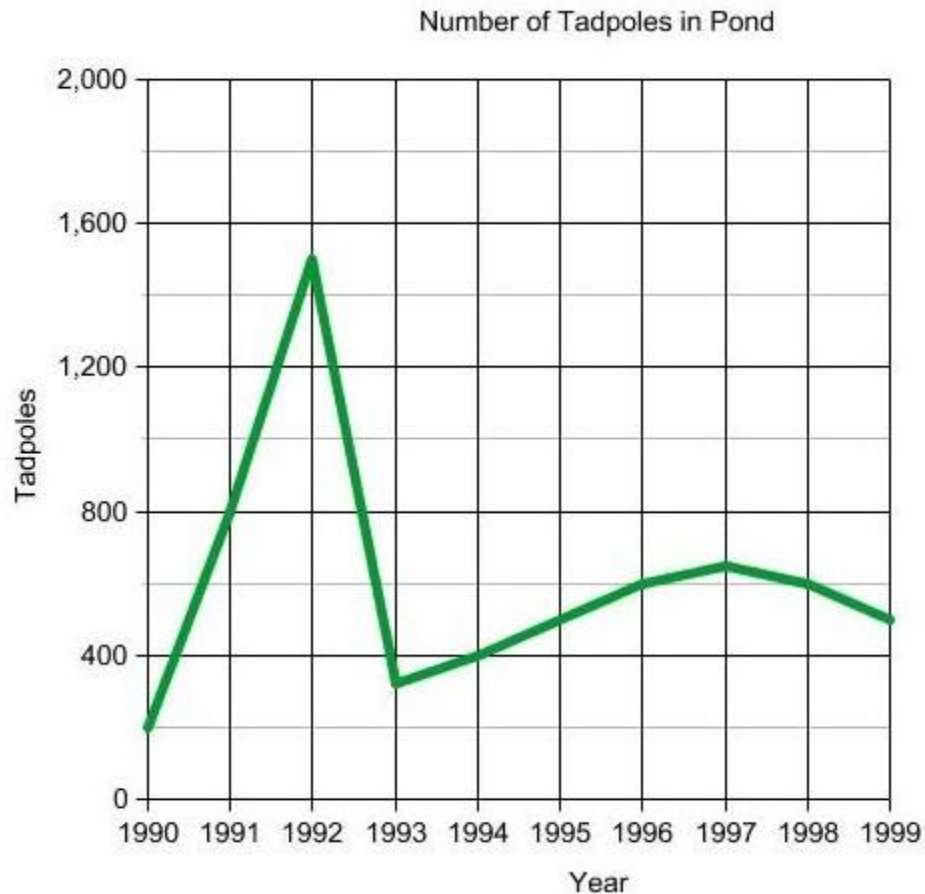
Safety



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Transitions Key Score



Patient Competency



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Who is going to do this?



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Partners –Why Call them again?



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Trust, But Verify
Ronald Reagan

- 4 Ways we Validate :
1. Ask the patient!
 2. Ask your Employee
 3. Data
 4. Competency



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Repeat After
Me!

Recognize
Celebrate
Appreciate

Create a 3:1
Work
Environment!

CELEBRATE



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Set the expectation in your
validation rounds

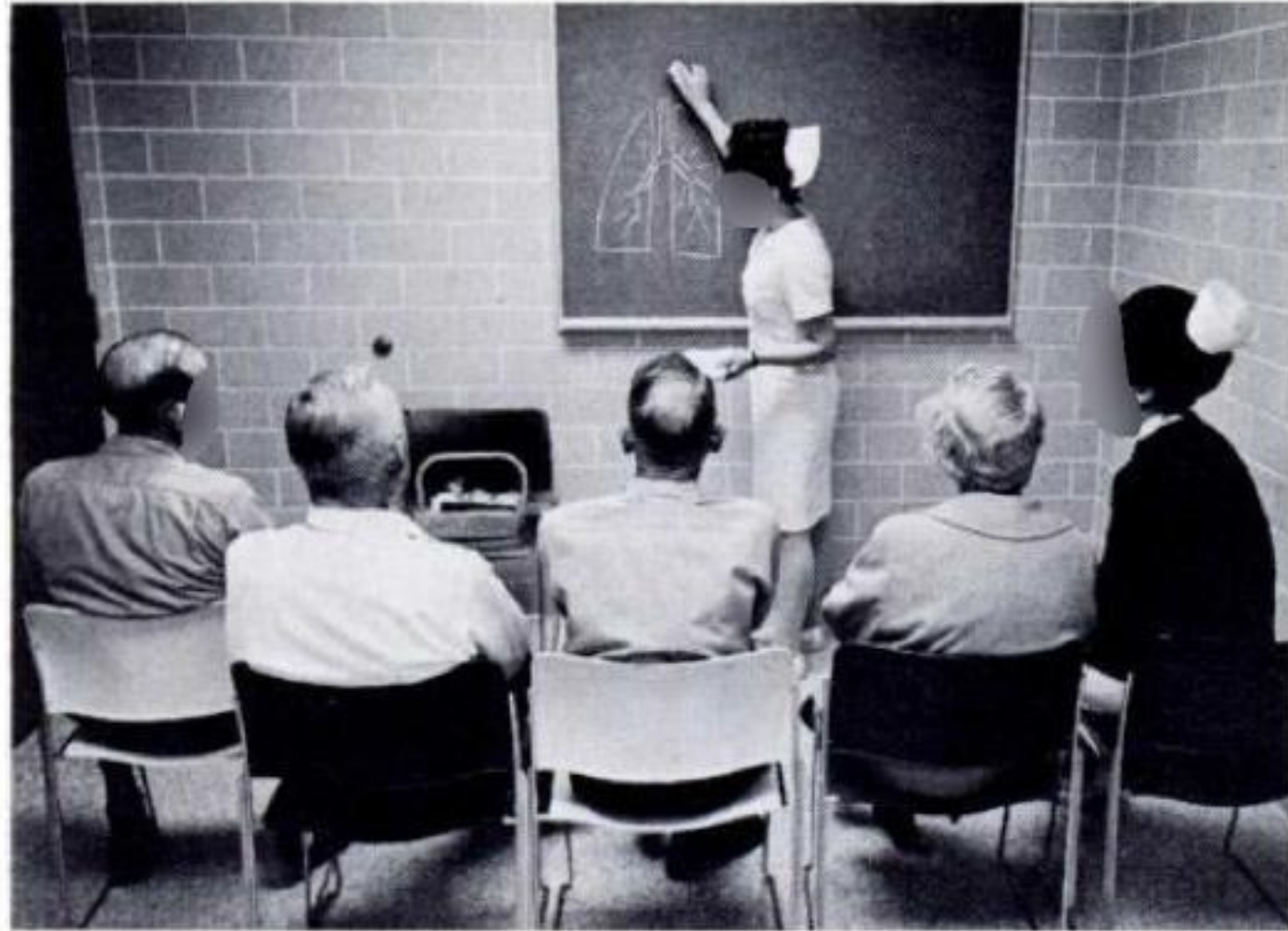
Every Inpatient, Every Day

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As published in the Annals of Internal Medicine, a study of 400 consecutively discharged patients revealed that 19% of patients reported adverse events (drug events and procedure-related injuries) post-discharge. Forty-eight percent of these were preventable. In a follow-up study two years later, researchers found that of those patients who reported adverse events in the original study, 71% were significant, 13% were serious, and 16% were life-threatening.

Research shows that confusion over discharge instructions is one of the top patient dissatisfiers, yet the level of satisfaction varies by service. According to the 2001 Gallup Patient Database, hospital patients tend to be most satisfied with outpatient-surgery discharge instructions and least satisfied with emergency-department discharge instructions. Inpatient and outpatient test and treatment scores fall somewhere in between.

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AHRQ Recommended Questions



HOW YOU DOIN'?

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Lets go over your medications again.

AHRQ Recommended Questions

Embarrassing questions



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AHRO Recommended Questions



What if the Visiting Nurse was a no-show?

AHRQ Recommended Questions

What to do
should
issues arise,
and what to
look for



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Capstone Recommendations

What if Service Recovery is needed ?



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Don't Give Up!

- Valuable time for both Nurses and Patients
- Saving lives without a CPR card 😊

QUESTIONS? CALL US!



Jane McLeod

jane@capstoneleadership.net

906.259.0542

