

IMPROVING PATIENT SATISFACTION ON DISCHARGE INSTRUCTIONS

Introduction

Brookdale Hospital is a busy 538 bed NYC government Hospital serving one million residents in Metro Brooklyn. Proper care and follow up is crucial for individual and community health

Problem Statement

Brookdale Hospital patients have poor discharge satisfaction, which could lead to poor overall health and increased readmission rates.

SMART Goal

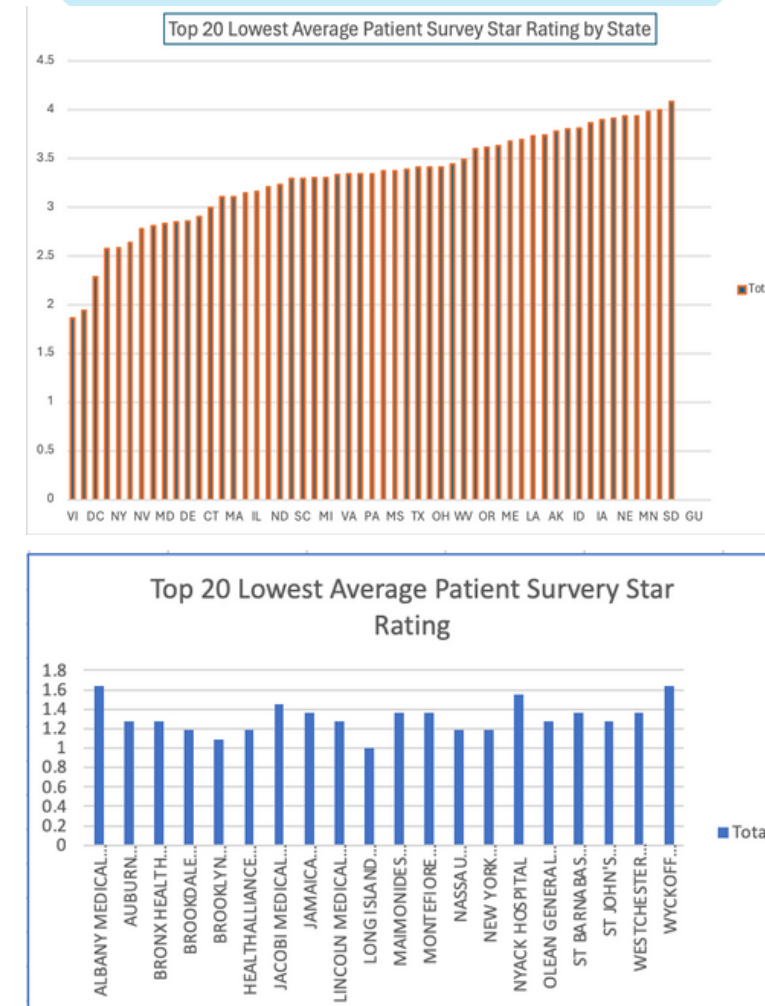
Increase Brookdale Hospital patient discharge satisfaction average from 1 to 4 by April 2025.

PLAN

To improve discharge satisfaction, we plan to:

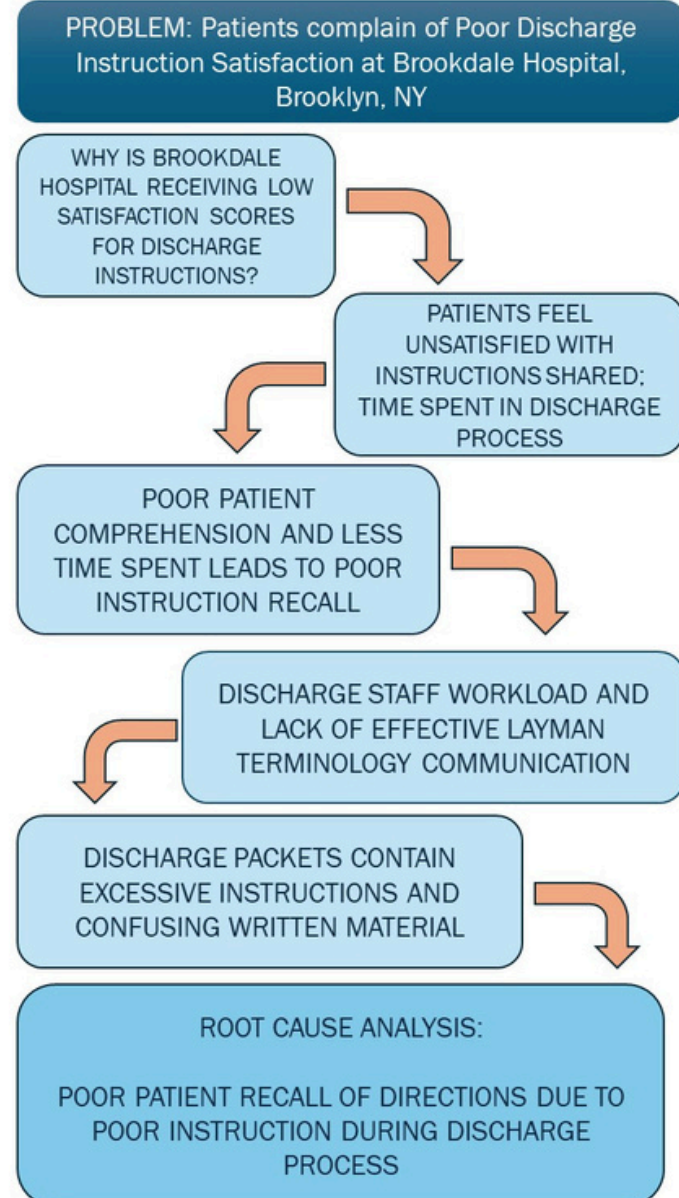
- Import and analyze the 2023 Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Patient survey data for average patient star rating.
- Filter and sort data to assess hospital with low patient star rating less than value of 3.
- Conduct a Root Cause Analysis (RCA) for further insights with a fishbone diagram, 5 Whys flow chart and risk management assessment to build recommended improvements for Brookdale Hospital.
- identify specific improvement opportunities and potential interventions aimed at addressing the root causes of low patient satisfaction. Prioritize these opportunities based on their potential impact and feasibility of implementation.

DO



These graphs show the analysis to assess the lowest average patient star rating score to identify hospital with low satisfaction rating.

5 Why's



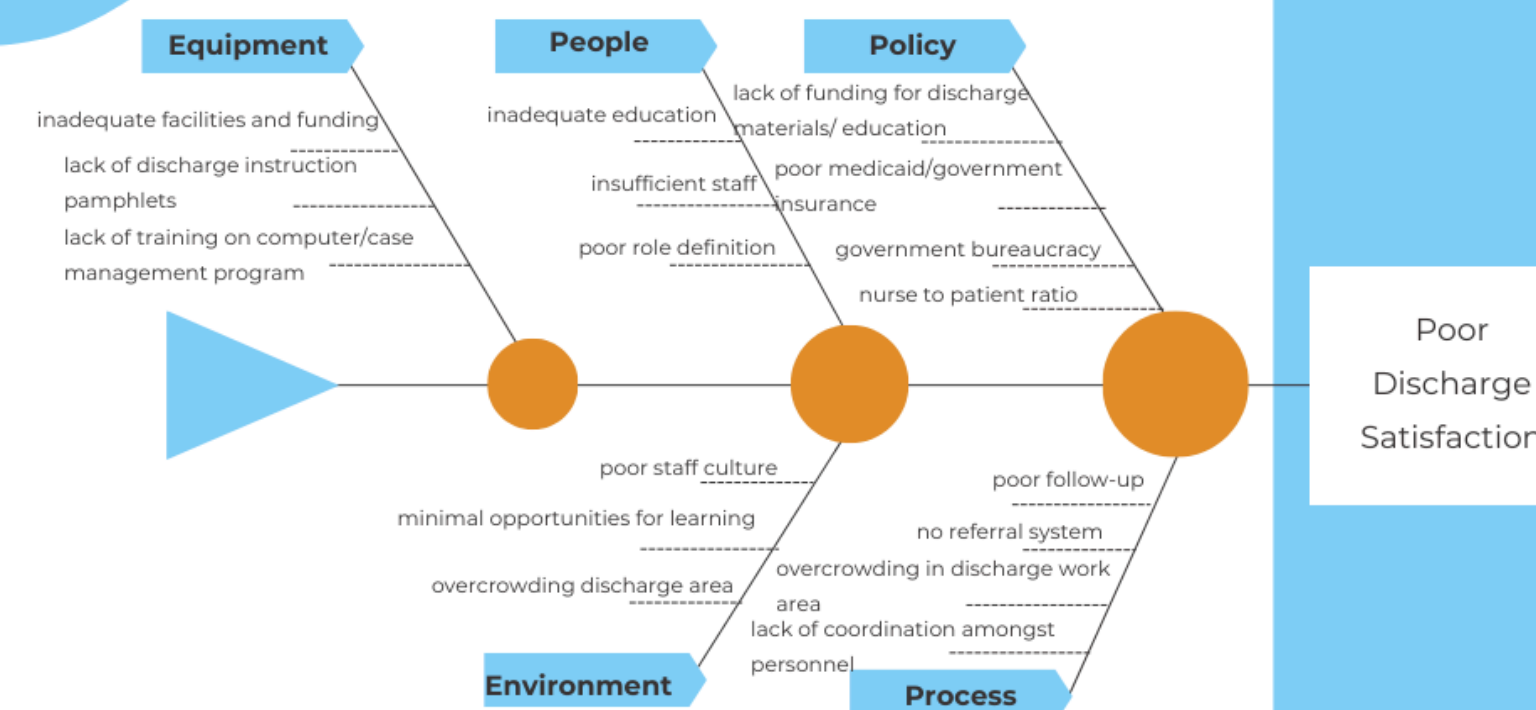
ACT

Recommendations

1. Include animations of discharge instructions for medications or other instructions via personalized link.
2. Develop a comprehensive post-discharge follow-up program to ensure continuity of care and support for patients after they leave the hospital.
3. Inclusion of Family Members in the discharge process to increase understanding and motivate compliance after discharge.

STUDY

HCAHPS-Improving Patient Discharge Satisfaction



FISHBONE

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