Storyboard Submission
2019 IHI National Forum

Storyboard title:
Capture Value - Redesign Complex Discharge Planning

Description:
Learn how West Central Montreal Integrated Health and Social Services University Network dealt with capacity challenges and government mandates to address bed flow and patient experience.

The Jewish General Hospital leaders focused improvement objectives on implementing a team-based care approach for complex patients. This initiative introduced interdisciplinary discharge leads on inpatient units.

This storyboard will prompt participants to recognize a need for change in care management and outline an alternative interdisciplinary approach to discharge planning, while demonstrating the benefits of person-centered care and leadership – clinician partnerships. Results will illustrate the value of monitoring indicators and sharing outcomes with teams.

Aim:
To promote:
- seamless patient experience
- inter-professional collaboration
- efficient resource utilization and timely care delivery

Actions taken:
- steering committee formed with senior management and discharge planning lead membership
- partnerships established among Discharge Planning Nurses and Allied Health professionals
- daily interdisciplinary huddles implemented
- development of patient / family information pamphlet to standardize information sharing
- regular review and analysis of relevant performance indicators to track success and refine processes

Summary of results:
- all Accreditation Canada standards met related to continuity, efficiency and patient-centered care (Accreditation 2018),
- achieved target interdisciplinary team satisfaction rate, 7 out of 10 units surveyed
- variation in LOS of non-alternate level of care patients, overall improvement
- downward trend in hospital wide ED returns (7 days) and readmissions (30 days)

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