

Patient experience improved with individualised and informative patient Discharge letter

Introduction

Discharge planning and patient communication regarding discharge has been a large focus for Melbourne health in 2016. Patient experience data indicated that only 60% of our patients were receiving adequate post discharge information.

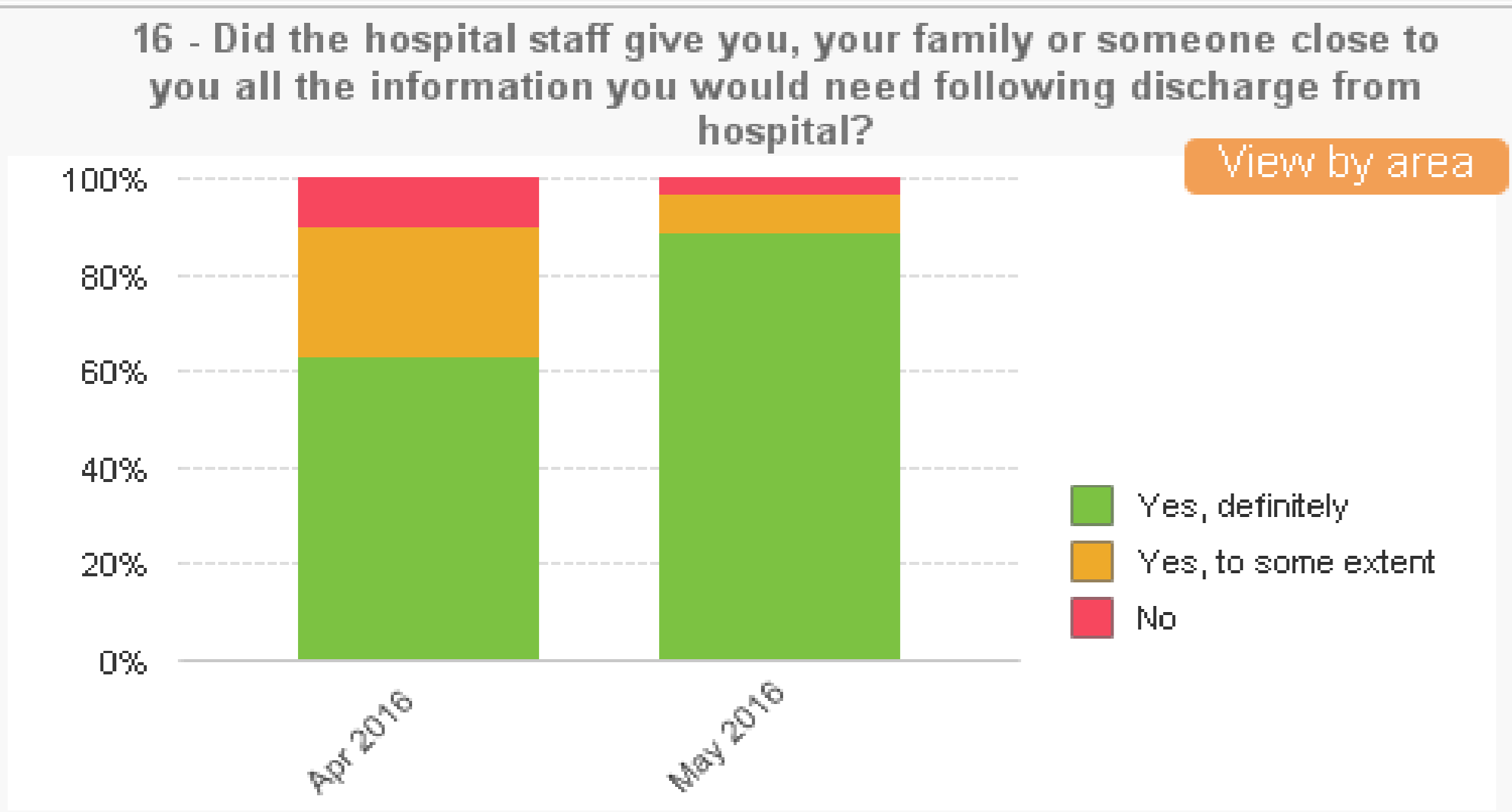


Figure 1

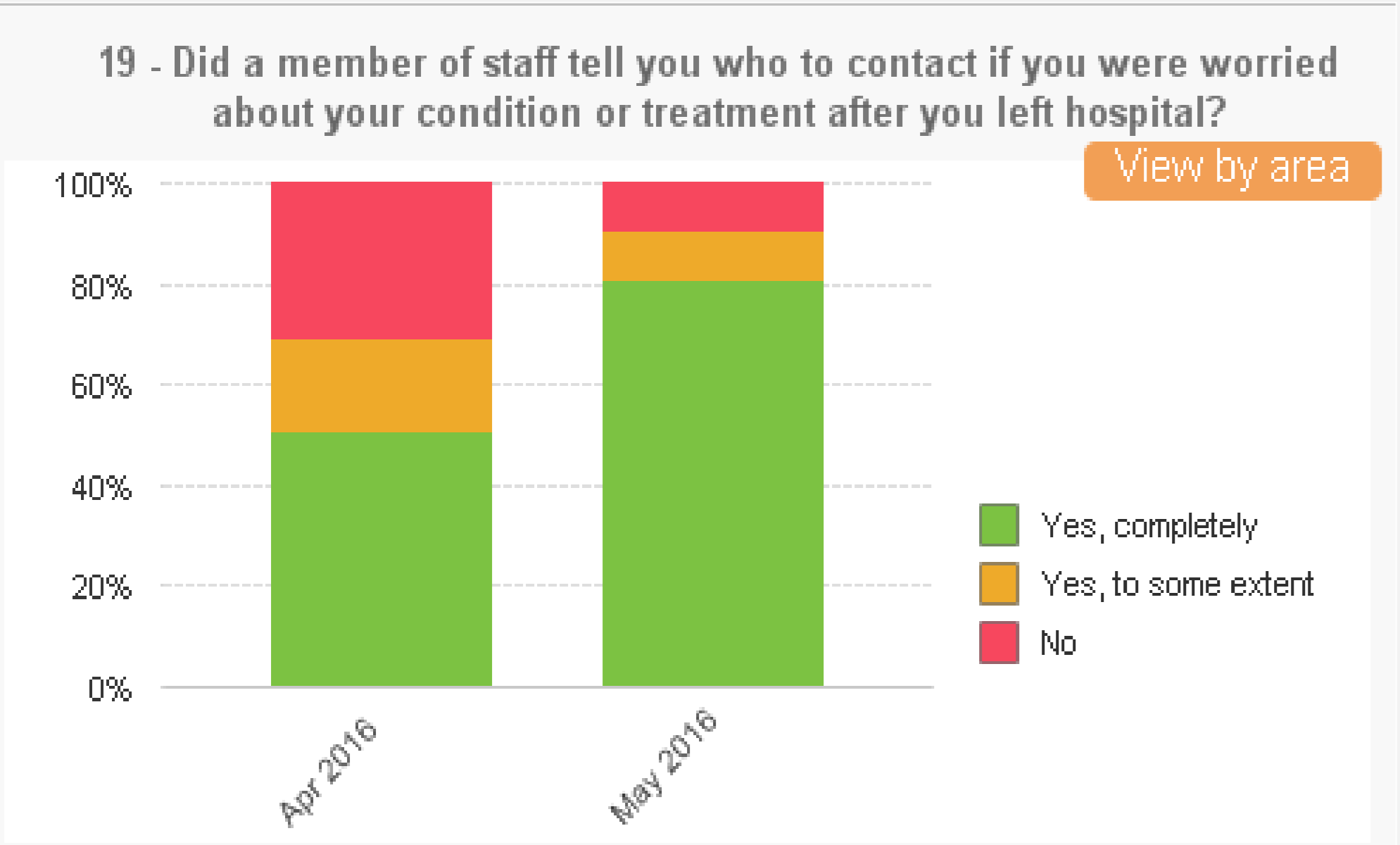


Figure 2

Aim & Project details

A discharge letter was designed to include all information any patient may require post discharge from Melbourne Health. This was compiled in conjunction with consumers and the interdisciplinary team during an extensive consultation process. The letter is comprised of information including; outpatient appointments, wound care and contact information should the patient require further support once they return home. (See figures 3 & 4.) In May, 3 wards (across 3 different division) began trialling this letter, providing it to all patients on day of discharge. Further experience data was collected after 1 month of the trial with astonishing results.

Results

As figure 1 & 2 indicate the percentage of patients who reported receiving adequate information regarding discharge improved by 22-30%, and the recommender score (% of patients who would recommended Royal Melbourne Hospital to a friend or relative) also improved by 25%, from 67% to 92% (see figure 5)

The information sheet is now being used by all in patient wards, however no follow up data has yet been assembled.

Figure 3

Figure 4

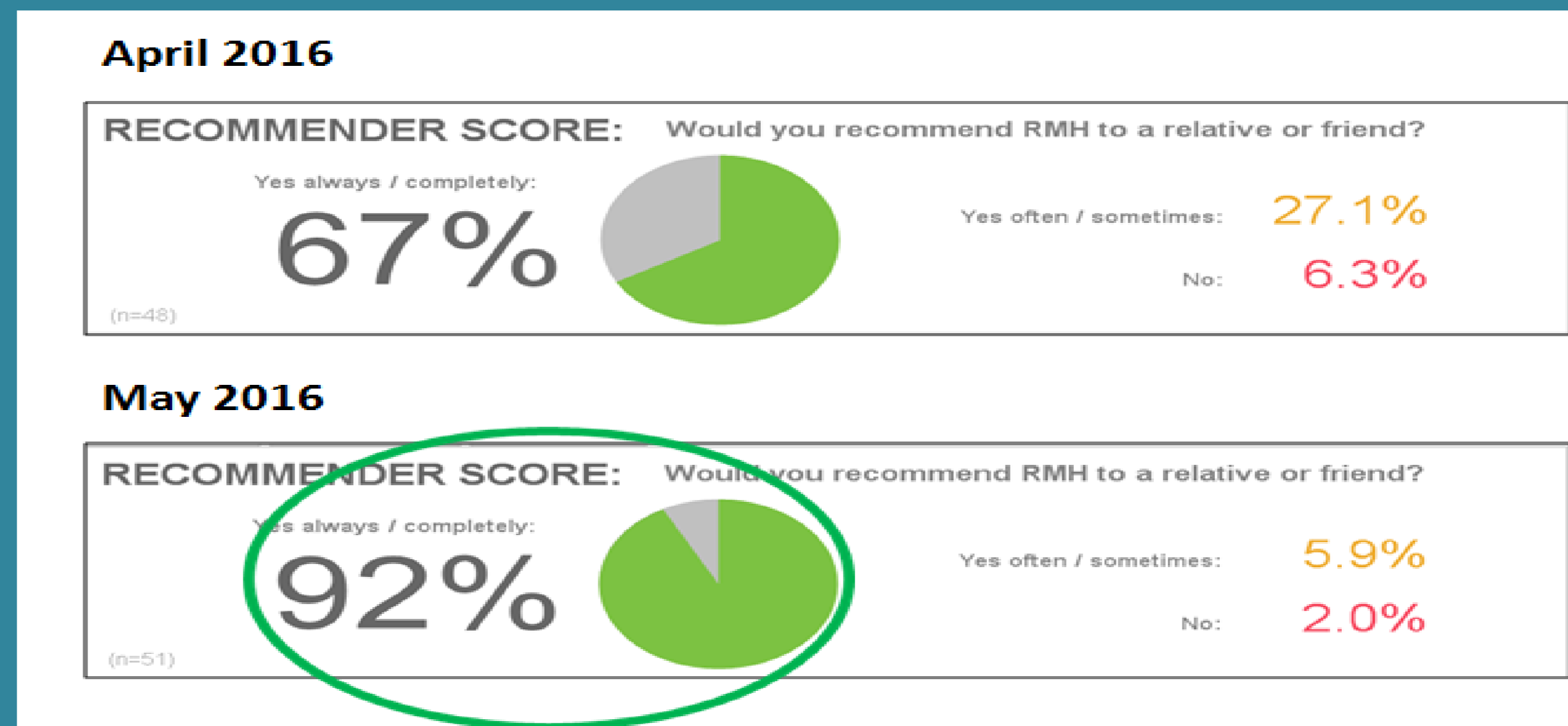


Figure 5



Brigitte Cleveland Deputy director of Nursing Medicine and Community Care.
brigitte.cleveland@mh.org.au