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