



## Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

### 9. After Care is Not an After Thought

**Team Huddle Question:** What is one way our area can improve the patient's discharge process so that our patients can successfully transition and heal when they leave? What steps will we take to do bring about that improvement?

#### Research:

Brimmer K. Patient satisfaction more influenced by hospital staff than facilities. *Healthcare Finance News*. September 11, 2012. <http://www.healthcarefinancenews.com/news/patient-satisfaction-more-influenced-hospital-staff-facilities>. Accessed May 13, 2015.

Adverse events after hospital discharge. Agency for Healthcare Research and Quality Web site. <http://psnet.ahrq.gov/primer.aspx?primerID=11>. Updated August 2014. Accessed May 13, 2015.

Forster AJ, Murff HJ, Peterson JF, Gandhi TK, Bates DW. The incidence and severity of adverse events affecting patients after discharge from the hospital. *Annals of Internal Medicine*. 2003;138(3):161-167. <http://annals.org/article.aspx?articleid=716006>. Accessed May 13, 2015.

Feigenbaum P, Neuwirth E, Trowbridge L, et al. Factors contributing to all-cause 30-day readmissions: a structured case series across 18 hospitals. *Medical Care*. 2012;50:599-605.

Were MC, Li X, Kesterson J, et al. Adequacy of hospital discharge summaries in documenting tests with pending results and outpatient follow-up providers. *Journal of General Internal Medicine*. 2009;24:1002-1006.

Written discharge instructions: Project BOOST® implementation toolkit. Society of Hospital Medicine Web site. [http://www.hospitalmedicine.org/Web/Quality\\_Innovation/Implementation\\_Toolkits/Project\\_B](http://www.hospitalmedicine.org/Web/Quality_Innovation/Implementation_Toolkits/Project_B)

OOST/Web/Quality\_\_\_Innovation/Implementation\_Toolkit/Boost/BOOST\_Intervention/Tools/  
Written\_Discharge.aspx. Updated 2014. Accessed May 13, 2015.

Patient satisfaction influenced more by hospital staff than by the hospital facilities [news  
release]. J.D. Power and Associates; September 4, 2012. [http://www.jdpower.com/press-  
releases/2012-national-patient-experience-study](http://www.jdpower.com/press-releases/2012-national-patient-experience-study). Accessed May 14, 2015.