

Discharge Essentials



A discharge education program for preparing adult blood and marrow transplant patients for self-care after transplant

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7W BMT staff nurses



Opportunity Statement

Our challenge was to create a systematic method for providing discharge education to all adult BMT patients.



Components of the Discharge Essentials Program

- Keys to Discharge sheets
- Patient/Family Education videos on GetWell Network – Autologous and Allogeneic
- 1:1 Discussion about Discharge by RNs
- Discharge Essentials sessions at BMT Support Groups – Facilitated by BMT nurses

BMT Videos on GetWell Network

- We developed two different videos, specific to Autologous or Allogeneic Transplant.
- Videos are prescribed through GetWell Network by the admitting RN. Nurses learned the process of prescribing through GetWell
- Patients and their caregiver(s) watch their video by day +1 and as many times as they would like.

GetWell :) Network

Discharge Essentials RN

- Designated nurses out of staffing follow up on patients regarding Discharge Essentials activities.
- These nurses:
 - Identify newly admitted patients
 - Perform 1:1 follow-up teaching after the patient has watched the video
 - Document teaching and keep records of patient's education status
 - Facilitate Discharge Essentials group discussion

1:1 Discussion by staff RN

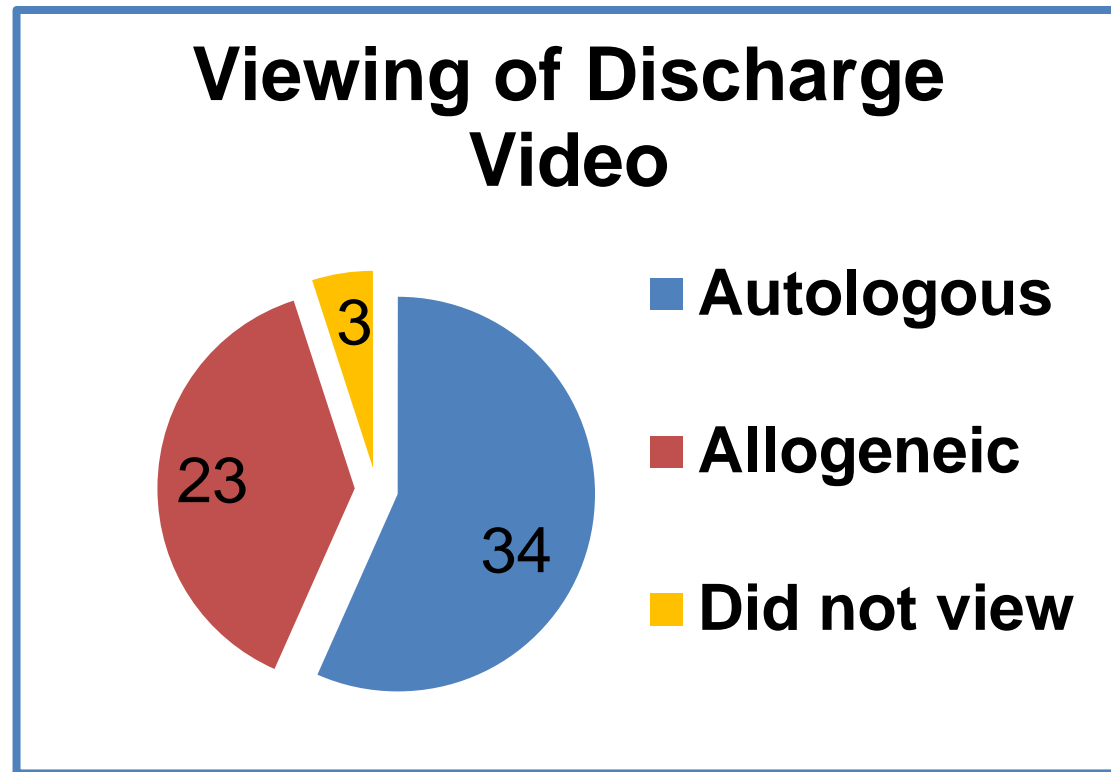
- Nurses teach content from the videos 1:1
- Nurses facilitate viewing of the videos
- Nurses answer any questions that the patient/caregiver still has.
- Documentation: all patient education is documented in the electronic medical record.
- Patients are invited to attend the Discharge Essentials Discussion at support group

Discharge Essentials at BMT Support Groups

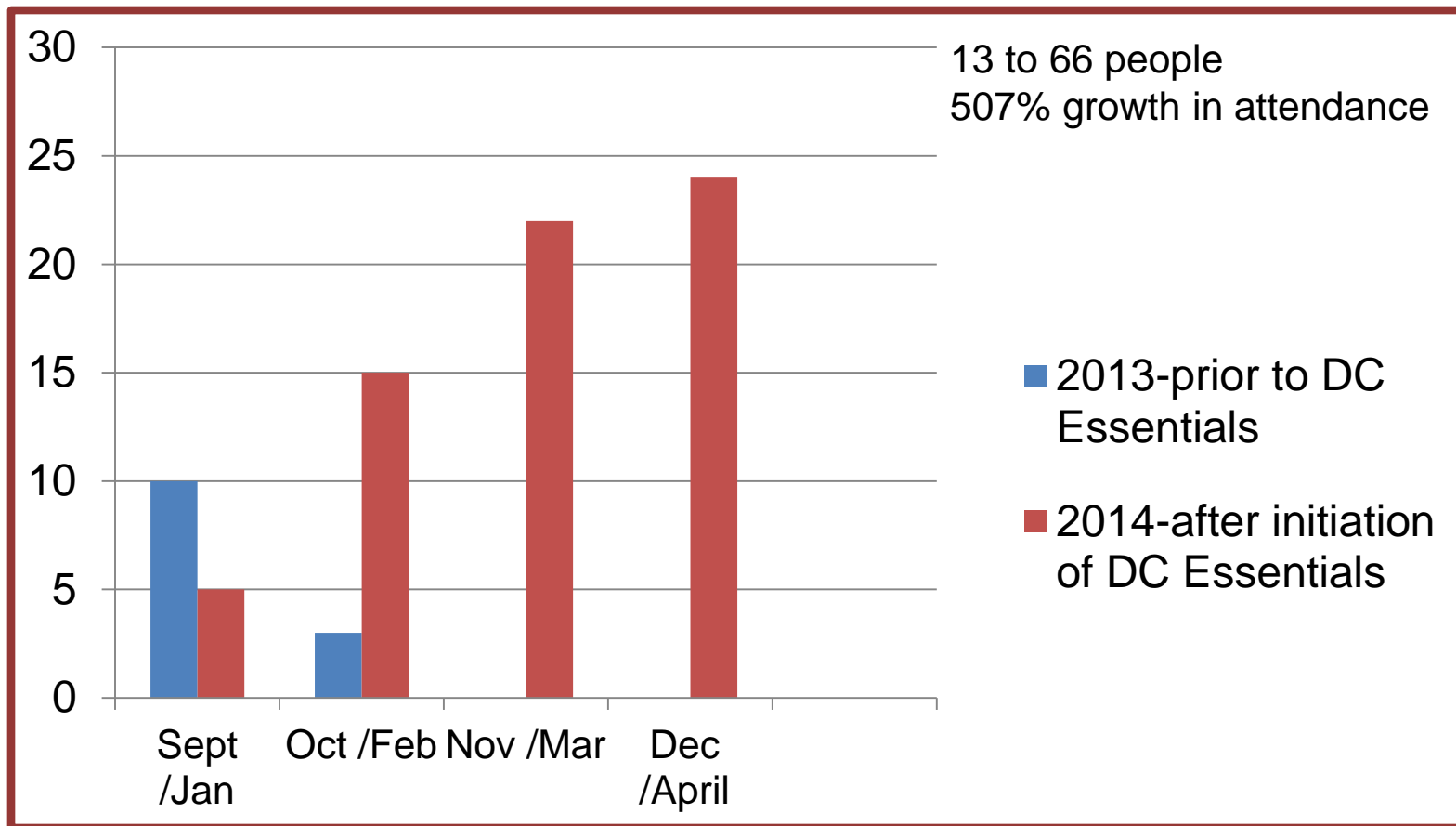
- Patients may attend sessions, presented by the D/C Essentials RN.
- Linked with the BMT support groups on Wednesdays.
- Separate Autologous and Allogeneic sessions
- First 20 minutes of each support group.
- Open session for questions and answers.

Viewing the Discharge Videos on GetWell Network

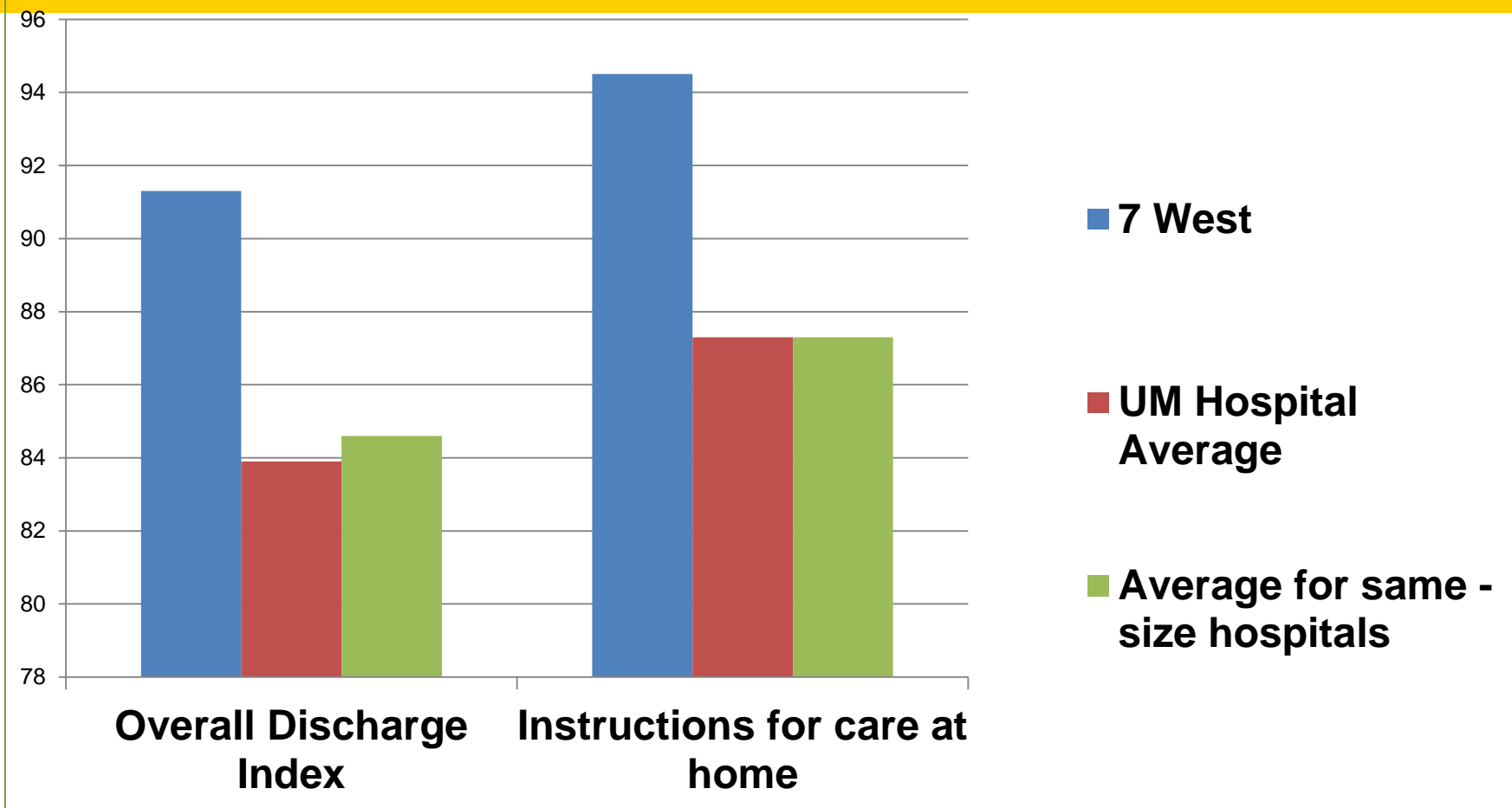
- Start date on Jan 15, 2014
- 60 patients admitted for transplant in the 3 month period from January 15 – April 16, 2014
- 95% (57 out of 60) of patients viewed the video
- 23 Allogeneic patients viewed video
- 34 Autologous patients viewed video
- Video translated to paper for one patient secondary to language barrier



Attendance at support group – 507% growth



Discharge Quality indicators – Press Ganey (Jan-Mar 2014)



Key Lessons Learned

- GetWell Network enabled us to prescribe and track patients watching videos
- Having designated Discharge Essentials nurses to follow up on patients on a weekly basis was a necessity for keeping track of the educational status of all patients.
- Providing education at the support group gathering was a highlight for patients – they learned from each other
- Quality measures for discharge teaching improve when nurses concentrate on meeting patient educational needs.
- Including caregivers in the process was very important because they are the heart of all care for our patients.