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<th>Issue</th>
<th>Action</th>
<th>Responsible Party</th>
<th>Resolution Date</th>
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| Increase and maintain compliance with HCAHPS measure for discharge above the state average | Meetings scheduled February 24th and March 2nd for Patient Satisfaction Discharge Committee  
- Two additional members of the committee include staff nurse from 6A and Home Care Liaison  
- Review of discharge materials including Ticket Home Packet  
- Review of HCAHPS solution starter questions and suggestions for improvement ideas  
- Review of current questions for discharge  
- Discharge Education | Unit Director Council  
- Unit Director Council  
- Marjorie Jacobs | February 24, 2011  
- February 24, 2011  
- March 2, 2011 |
| Plan, develop and implement process improvements to improve discharge patient satisfaction scores | - Create discharge checklist to be mounted in the patient room on a dry erase board to provide a reminder for staff of areas to cover and reinforce with patients and families prior to discharge. Areas to include: post discharge calls, medications/prescriptions, diet, activity, home care, family involvement etc.  
- Scripting for all healthcare workers entering patients room to discuss and reinforce with the patient “help needed” upon returning home  
- Development of screen savers related to questions for discharge  
- Develop process for review of admission | Doug Harrison  
- Doug Harrison  
- Marjorie Jacobs | June 1, 2011  
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<th>Action Plan</th>
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| Packet for Discharge Ticket Home to include Admission Nurse and Nurse Discharging patient  
  • Reinforce with Care Management staff to remind patients they will receive a call post 24 to 48 hours discharge  
  • Home Care Liaisons to provide written material to patients regarding home care visits and will follow up with patients regarding plans for discharge. | Marjorie Jacobs, Peggy Lisac, Kathy Karlovits | May, 2011 |