



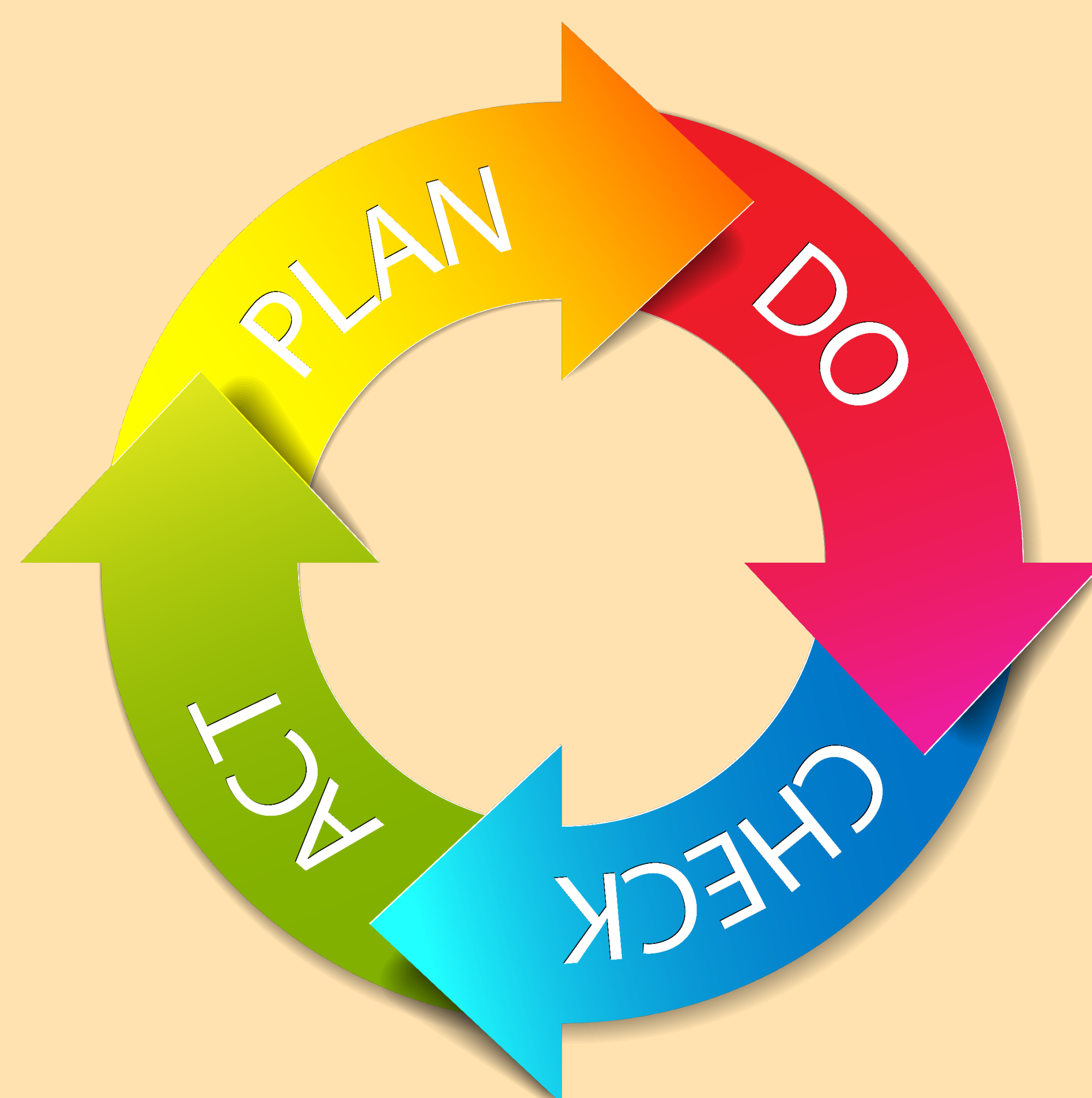
Evaluating the Effectiveness of Nursing Leadership Follow-up Phone Calls Post Discharge on Patient Satisfaction and Readmission Rates

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BACKGROUND

- Patient satisfaction results from meeting and exceeding their expectations (Torcson, 2018).
- Leadership on 2East/2North Neuro at Sentara Virginia Beach General (SVBGH) identified evidence in literature supporting leadership rounding and discharge follow-up phone calls (Torcson, 2018).
- The theoretical framework used was PDCA (Plan, Do, Check, Act).



PLAN

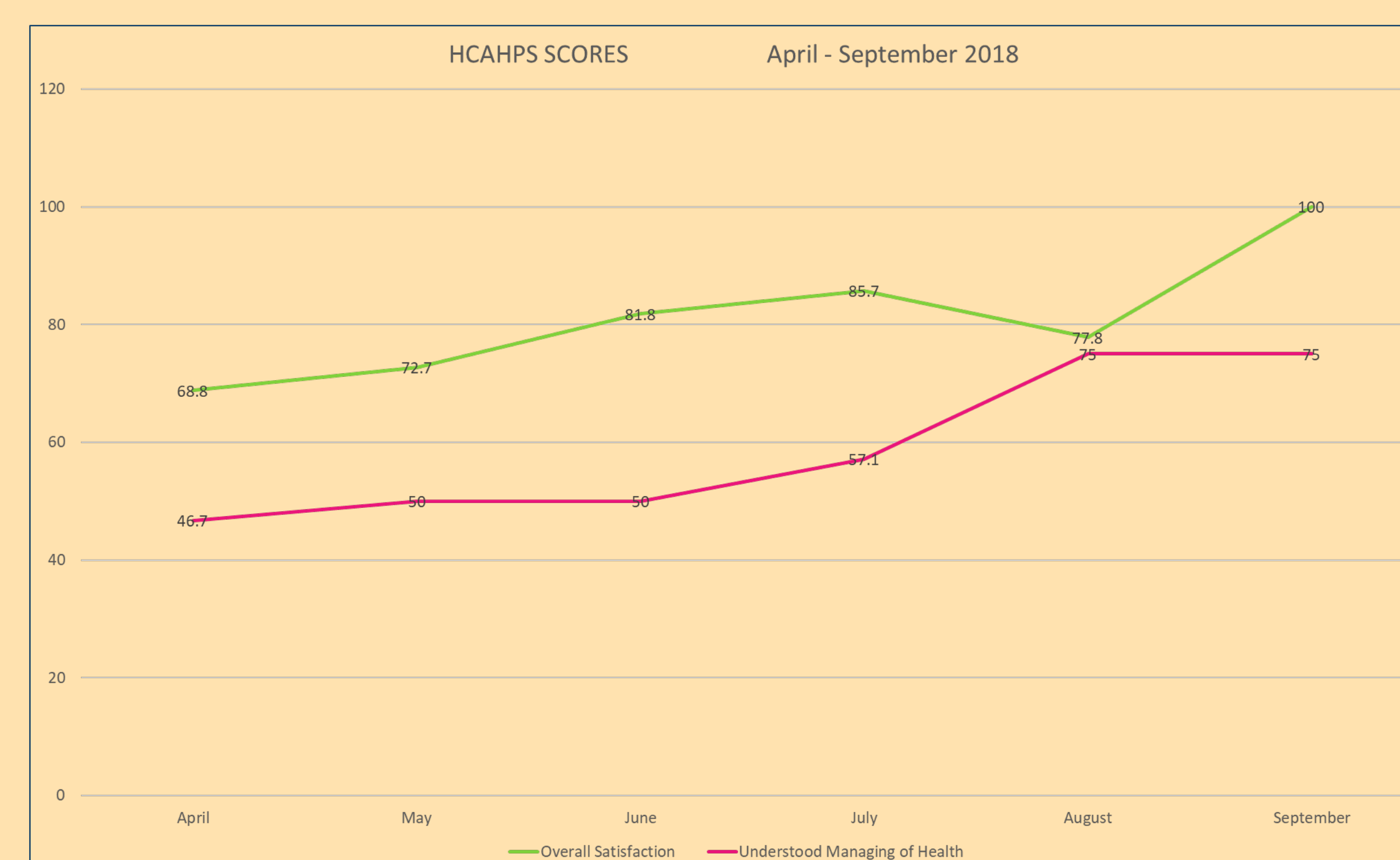
- Overall intent is to create a culture of exceptional patient experience and satisfaction; increase patient compliance, and maintain their health through increased leadership rounding.
- Discharge follow-up phone calls were added by leadership to ensure patient understanding and compliance of discharge instructions.
- Outcomes to be analyzed at pre and post phases include readmissions, patients' overall hospital ratings, and patients' understanding of their health management.
- Exclusion criteria from the base population of patients were patients discharged to a skilled nursing facility, Inpatient Rehab, hospice, or to another hospital.

DO

The project took place over a 6-month period on the Medical Surgical unit (2East/2Neuro) at SVBGH. The plan consisted of:

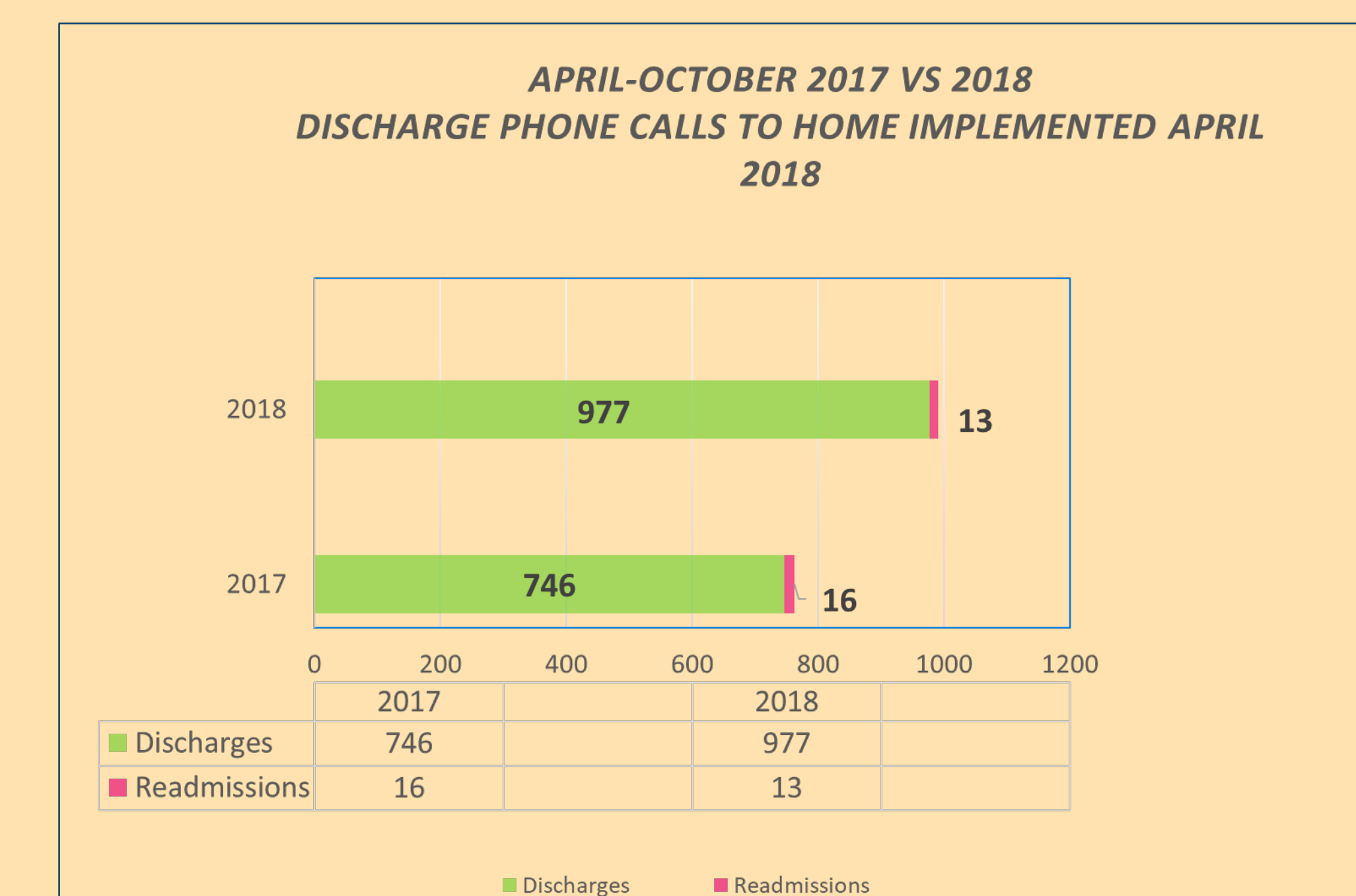
- The nurse manager rounded on each patient every day.
- The charge nurses from both shifts rounded to introduce themselves to the patients and family.
- Issues and concerns were addressed in the moment and escalated to the manager if needed.
- Discharge follow-up phone calls using a standardized script were made to patients going home every week by the leadership team.

CHECK



From April to September 2018, **HCAHPS** scores were as follows:

- Overall Hospital Ratings increased from 68.8 to 100
- Understood Management of Health increased from 46.7 to 75.0



A decrease in readmissions occurred after implementation of post-discharge follow-up phone calls, however chi-square analysis revealed this was not a statistically significant difference.

Comparisons of 30-day readmission rates between April-October:

- **2017:** 16 readmissions out of 746 discharges
- **2018:** 13 readmissions out of 977 discharges

ACT

Discharge follow-up phone calls is an interactive intervention enabling leadership to help patients troubleshoot problems that may occur after discharge. It provides the extra support and resource to patients and families with questions about medications, discharge instructions, follow-up appointments.

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