

Increasing the Rate of Discharges Before 11 AM

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Problem Statement

- Focusing on early discharges before 11 am at HCA Florida Osceola Hospital will improve patient flow, increase hospital capacity, and prevent patients from being held in the ER for long periods of time while awaiting a floor bed.

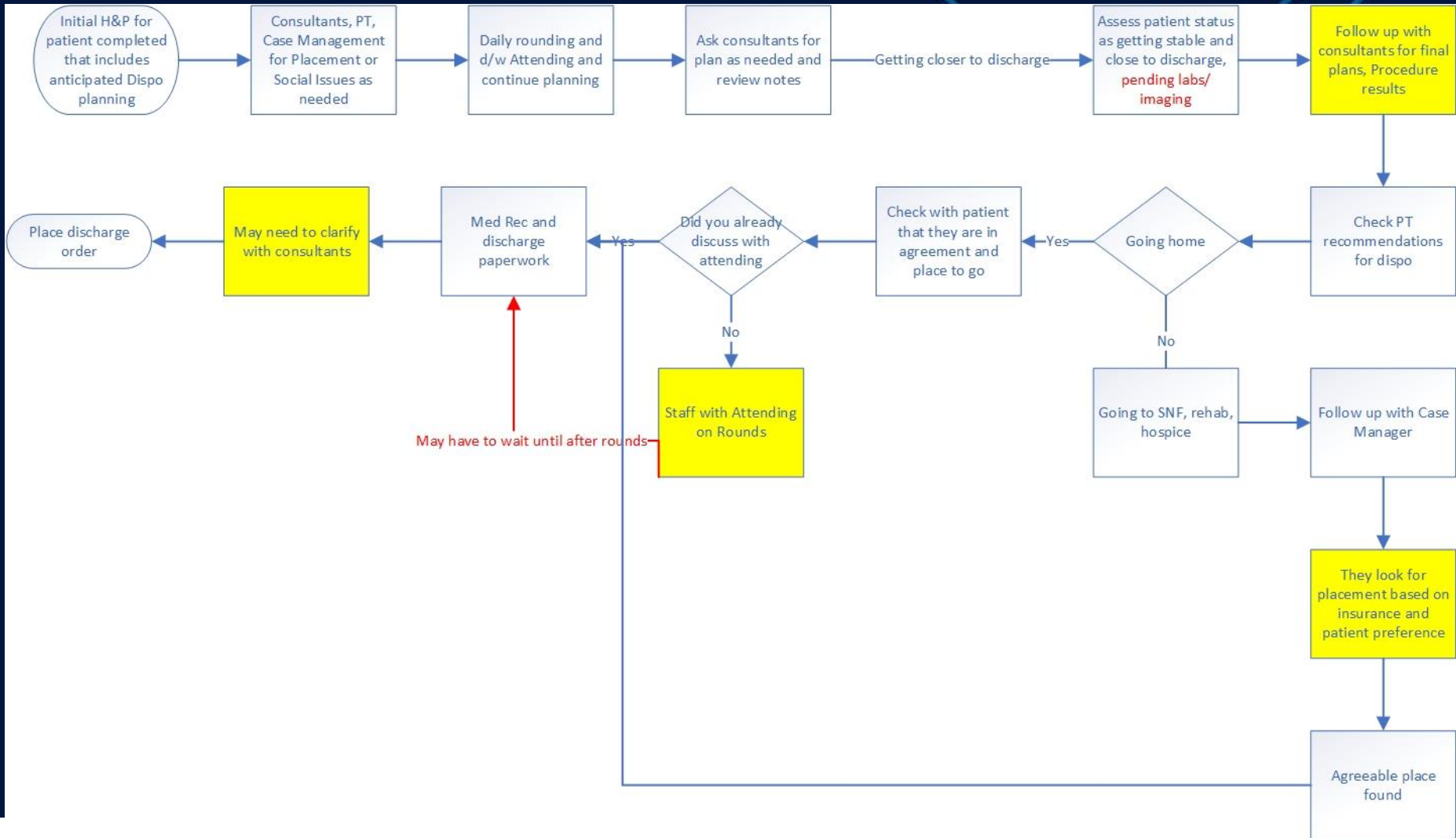
Aim/Goal of QI Project

- Increase the number of early discharges before 11 AM (from 19%) to 25% on the resident teaching team by May 2022

Background Information

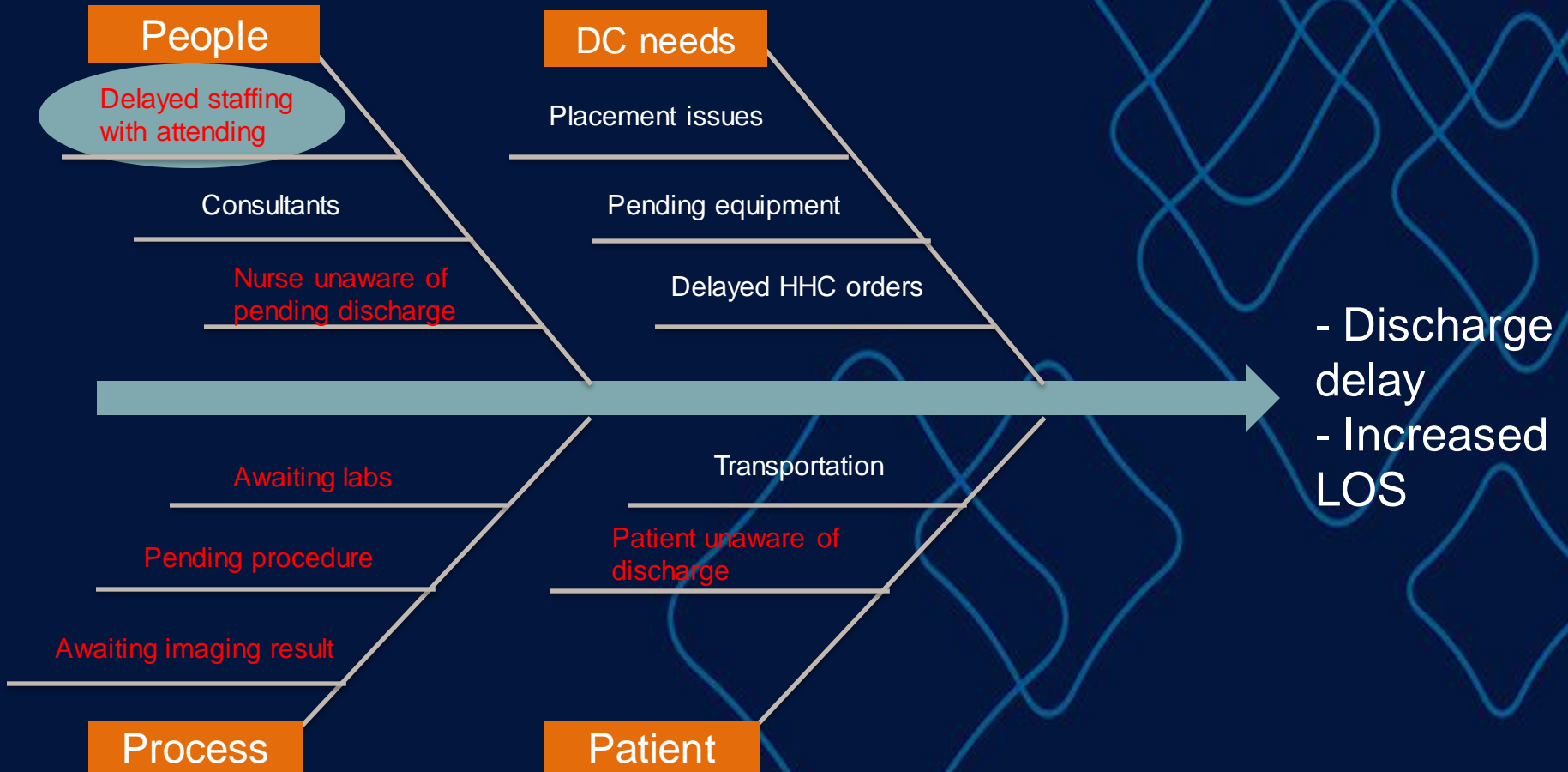
- Late hospital discharges (LHD) have implications on many different components of hospital workflow, throughput and patient flow (Patel et al., 2017).
- Consequences of LHD include
 - Increased ED boarding and unit transfer times
 - Increased hospital LOS → risk for infections, depression, mortality
 - Patient satisfaction
 - Hospital cost

Pre-Intervention Process Map

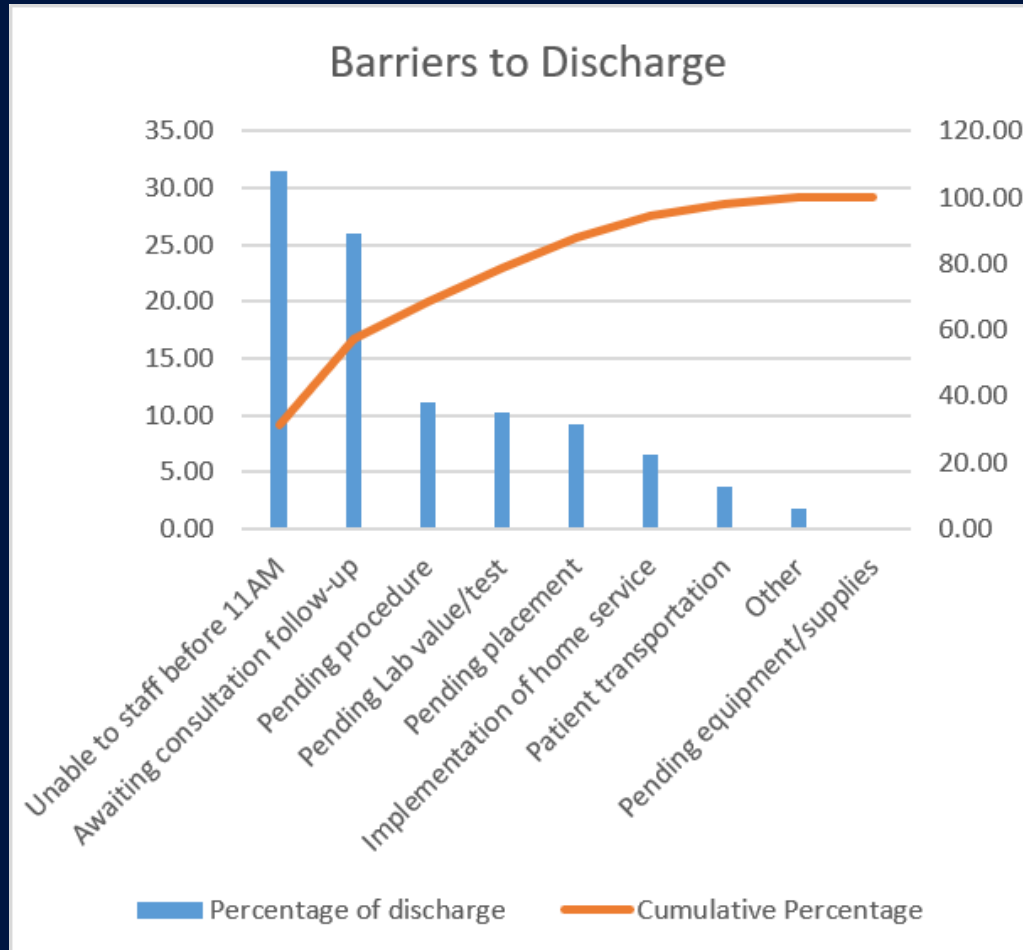


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Root Cause Analysis

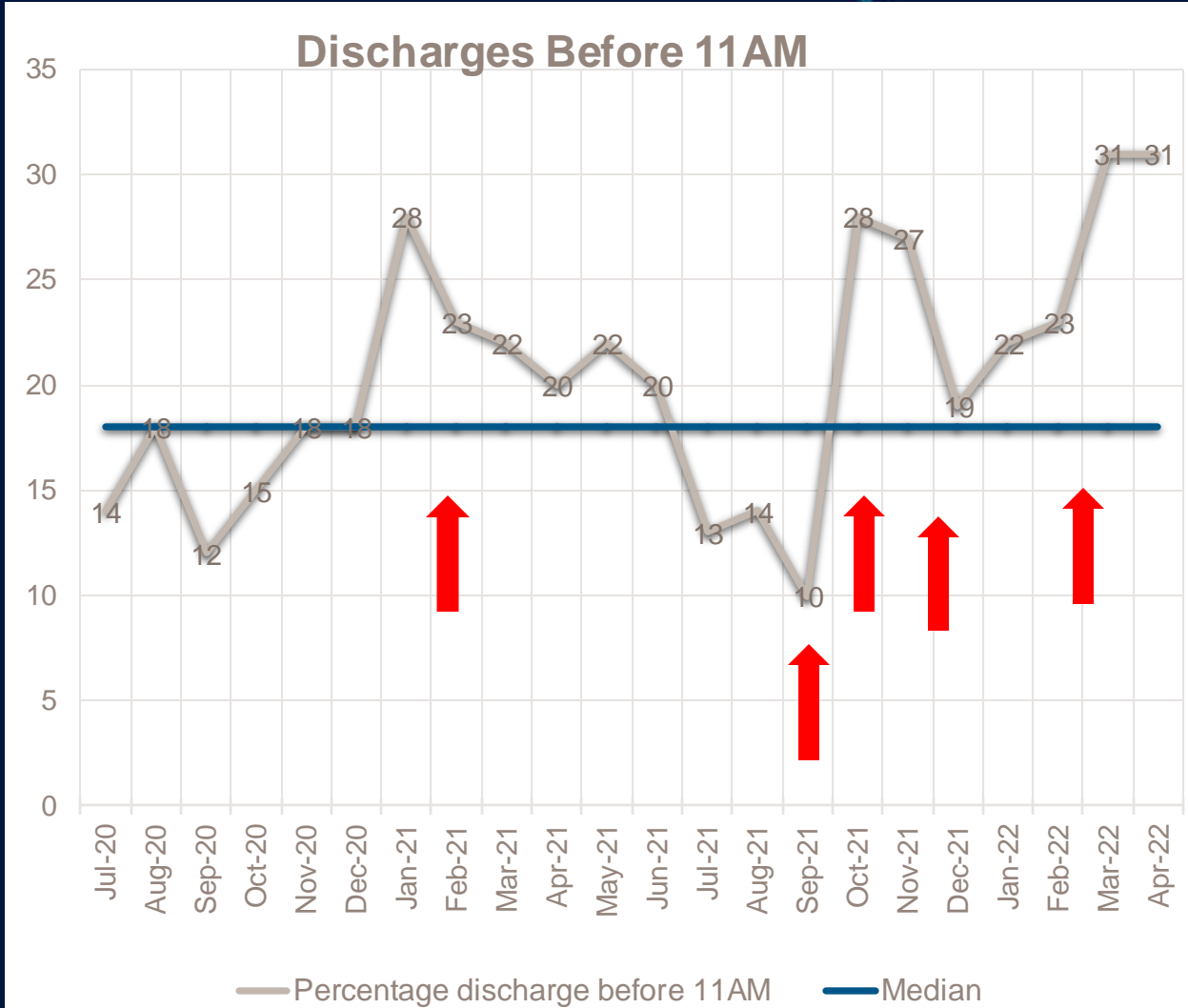


Pareto Chart



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Data



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Root Cause	Countermeasure	Implemented/Plan
Staffing with Attending	Pre-rounds with Attending at 9am	<ul style="list-style-type: none"> • Flyers - (12/21) • MOD reminders - (10/21- ongoing) • Discussed w/ residents at AHD (9/21) and ongoing at morning report • Discussed in faculty meeting (12/21) • Weekly text messages to faculty (3/22)
Pending procedures, labs	Discuss with residents/ interns to identify potential discharges the day before	<ul style="list-style-type: none"> • AHD (9/21) • Reminders at morning report (once 2/21 and then ongoing 2/22) • Flyers - (12/21)
Awaiting consultation follow up	Another QI group is working on this	



HOW TO BE A DISCHARGE CHAMPION

- **Prioritize potential discharges the day before**
- **9:00 to 9:15 am run the list with attending**
- **Bring your computer to rounds and place discharge order before 11 am**

Good morning Doctors,
This is Melissa PGY-2. We are working on our QI project to improve the rate of discharges before 11AM.

This is a kind reminder to discuss the early discharges with your senior resident at 9:00-9:15AM. We all share a common goal, to get more early discharges and make this a part of our workflow. Thank you for all that you do!

If you prefer to receive the reminders on a different phone number, please let us know. Thank you!

Conclusion

- Implementation of incentives to the team with the most early discharges created the biggest jump in early discharge rate (EDR).
- Texting the attendings directly also created a jump in the EDR.
- Biggest Challenge Going Forward: Sustainability and consistency

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