

Discharge Information

“During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help needed when you left the hospital?”

COMMUNICATION

During Admission Rounding

“We continually plan for your return home.”
“Before we send you home we will talk with you about any help you may need once you return home.”

During Patient Rounding

“I want to talk to you about your plan of care.”
“Let’s discuss any fears you may have about going home after you are discharged.”

During Discharge Rounding

“It is always important to us to make sure you know that we want you to feel safe once you are home. That is why we talk about any help you may need at home during your hospitalization.”

“Do you feel prepared to return home?”

PROCESS

During Hospitalization

- Teach the patient throughout their entire stay what to expect when they leave the hospital
- Make sure planning sessions do not begin without first asking and ensuring all family members or loved ones the patient would like present are available
- Provide a pen and notepad the day before discharge (or earlier) entitled, “Questions to ask before I go home” and review their notes, answer questions, and address any concerns prior to discharge

Day of Discharge

- Develop agreed-upon language that caregivers will use to reassure the patient that they are healthy enough to manage at home, or they would not be discharged
- Make sure you are covering all aspects of care with the patient and specifically how they will be handling:
 - Personal care: bathing, eating, dressing, toileting
 - Household care: cooking, cleaning, laundry, shopping
 - Healthcare: medication management, physicians’ appointments, physical therapy, wound treatment, injections, medical equipment, and treatment techniques
 - Emotional care: companionship, meaningful activities, conversation

