



# The Discharge Plan: An Optimization to Support Knowledge Sharing

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# Background

- Shifting healthcare perspectives
  - ACO/Propel
  - Value-based purchasing
- Case Management requests
  - Multiple requests for optimization
    - Contingent upon practice standardization
  - Desire to move to a single system
  - Belief that changing EHR forces changes in their clinical work
- Fit within organizational strategy
  - Data points to monitor metrics
  - Enhance transitions of care
  - Complex patient management

# Goals for Implementation

- **Transparency** of siloed information
  - Within an inpatient stay
  - Outside of the hospital
  - With community partners
- Usable patient story
- Optimize CIS tools to support new and improved standard work





# Project Planning

- Capital process
  - New module required funds for new license
  - Request for dedicated SME and training hours, due to financial impact of module
- Project team
  - Expansive steering committee and team roles
  - Agreement on SME availability & hours used



# Focus on Functionality

## Features within new module:


- Data integration between EHR and UM
- Level of care evaluation
- Discharge planning
  - Electronic communication with outside facilities
  - Services arranged: e.g., DME, transportation
  - Care guidelines

# Clinical Case Management

- Enhanced tools for knowledge and metrics
  - Patient-level clinical reports
    - Discharge placement status
    - Care guideline applied to patient
    - Anticipated discharge services
  - Operational tools and metrics
    - Dashboards for case management departmental work
      - Transparency into resource utilization
    - Organizational performance
      - Denied days
      - Avoidable days
      - Time from discharge facility placement request to acceptance to discharge

# Post Go-live assessment

- Outstanding reporting requests
- Feedback
  - Data retrieval
    - Within an inpatient stay
    - Post-discharge arranged services
    - Outpatient visits
  - Modification of tools & additional workflow analysis



“It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.”

—Charles Darwin





Thank You