

You are not alone: Client centred provision of information to patients on discharge from the acute and sub-acute setting

Louise Mogg¹

¹ Royal Melbourne Hospital, Gratten Street, Parkville, Victoria. 3050. louise.mogg@mh.org.au

Rationale

Patients and their families are often stressed and anxious on discharge despite reassurances that there has been help arranged. They reported being overwhelmed with information. Occupational Therapists working in the acute and sub-acute General Medicine settings have also reported numerous calls from patients and their carers post discharge enquiring about therapy and services arranged (despite having been given this information whilst a patient). In response a quality project was commenced to address how we can best reduce patient and carer anxiety and ensure all appropriate information for services on discharge is provided in an appropriate and user friendly manner.

Objectives:

1. Benchmarking comparative health services to investigate their discharge planning processes
2. Review results from Royal Melbourne Hospital (RMH) post discharge patient experience survey July 2013-June 2014
3. Literature review
4. Develop and implement a trial Allied Health Discharge Information Form for patients and their carers
5. Survey patients on the general medicine wards at RMH to evaluate the success of the Allied Health Discharge Information Form

Practice Implications:

- Increased client centred care and patient/carer satisfaction
- Efficiency of practice
- Decreased patient/carer stress and anxiety once discharge home
- Multidisciplinary approach to discharge Information Form
- Provision of important discharge information on one form – ensures all important equipment, services and ongoing therapy is included

Conclusion:

Every health service is always striving to improve practice efficiency whilst maintaining a client centred approach in their service delivery. This form aim to address both efficiency and client centred practice.

The results of our project and the form have been fed up to the RHM Discharge Working Party who are developing an interdisciplinary discharge letter to be used across the hospital.