

# Post-Hospital Transition of Care: From Hospital to Family Practice

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## Aim

AIM Statement: By April 2015, 75% of patients who are discharged by General Internal Medicine will have a comprehensive discharge summary sent to their primary care physician within 48hrs

## Intervention/Change Ideas

Our broader aim was to develop better working relationship between our hospital and our primary care physicians. The issue of timely electronic transferability of accurate and useful summaries was also a goal. The development and application of IT/Health Record system which would help achieve the ability to transmit electronic summaries was paramount to a successful turnaround time. Medication reconciliation was also key and required new staffing. An electronic decision support process was needed to not only gather data for the project but also to sustain the project upon completion. The IDEAS team was developed with two leaders from Primary Care and two from the hospital Medicine Program.

Contact:

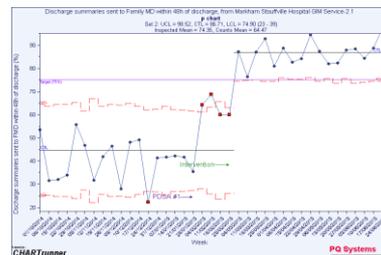
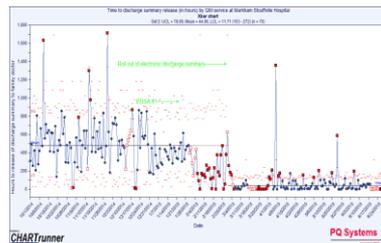


## Results During IDEAS

### Dramatic decrease in GIM discharge summary turn around time:

Pre-intervention Mean = 484 hours  
Post-intervention Mean = 25.9 hours  
Decrease of **94.6%**.

**2015/15 QIP data shows sustainability and improvement:** 86.7% of all discharge summaries under 48 hours!  
Original AIM was 75%.



## PCP feedback

“Please try to expand discharge summaries to other areas of hospital services.”

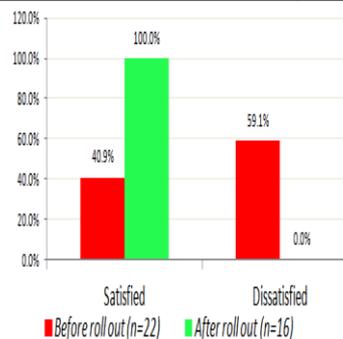
“ Much improved. Rx plan changes obvious. Summary course in hospital and recommendations clearly stated for my follow up visit post.”

“Discharge definitely helpful, but the most useful action is a quick phone call from the discharging physician, particularly when there is specific followup required in a short period of time.”

## Next Steps/ Lessons Learned

- Learning the shared language of QI
- The importance of having administrative leadership support
- The importance of teamwork
- Clarity and refinement of AIM statement is fundamental
- Physician engagement is important.
- Physician understanding of one another's realities is essential for system integration
- Physician leadership a **must!**

Family Health Team Physician satisfaction with the timeliness of discharge summary



Family Health Team Physician satisfaction with the content of discharge summary

