

TCLHIN Standardized Discharge Summary




eHealth Conference
June 4, 2014

Kara Kitts
Quality Improvement Manager
St. Michael's Hospital




Ontario Healthcare System

- 14 Local Health Integration Networks (LHINs) across the province that plan, integrate and fund local health service, including:
 - Hospitals
 - Community Care Access Centres
 - Community Support Services
 - Long-term Care
 - Mental Health and Addictions Services
 - Community Health Centres
- The Toronto Central LHIN (TCLHIN) funds 174 health service providers and serves ~ 1.15M Torontonians


“Discharge planning is a concept fundamental to quality patient care and healthcare system sustainability and it is reasonable to expect a common industry standard.” (TC LHIN Discharge Planning Task Force, August 2011).




Standardized Discharge Summary Template

The use of a standardized discharge summary template across the GTA has many anticipated benefits:

For Patients:



- Less adverse health events as a result of increased communication between care providers
- Seamless transitions in care
- More knowledge about important discharge aspects

For Organizations:

- Supported and improved communication and coordination between and within the community/primary care providers, hospital, post-discharge care providers, and patients and families.
- Improved methods to support care transition
- Improved continuity and coordination of care, and reduce medical errors
- Increased patient satisfaction and reduced hospital readmissions and patient complications
- Reduced requests for additional information

For the Healthcare System:

- Improved health outcomes of complex patients with high cost care needs
- Appropriate transitions in care focusing on patient experience
- Reduced hospital re-admission rates & visits to ER
- Lowered healthcare costs

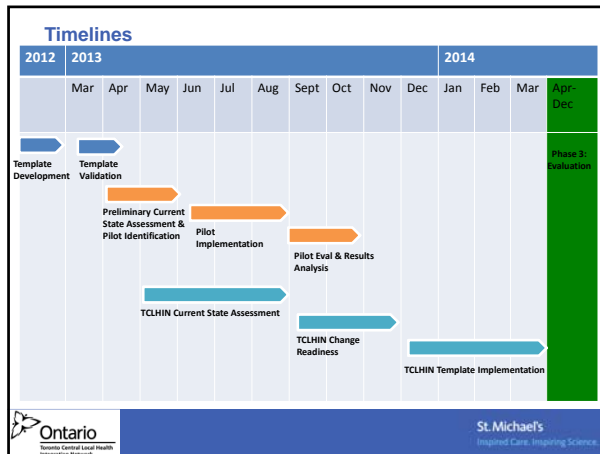
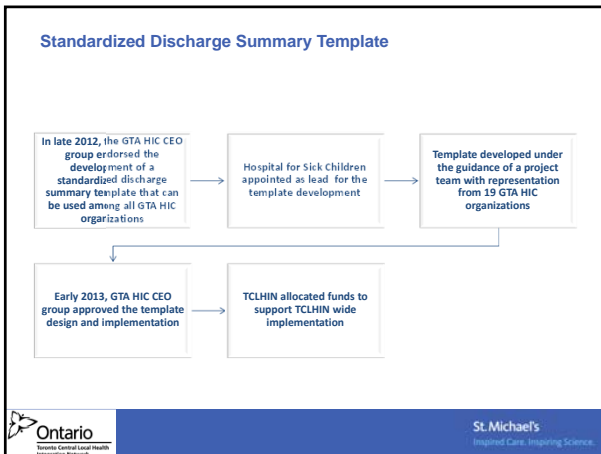
Standardized Discharge Summary Template

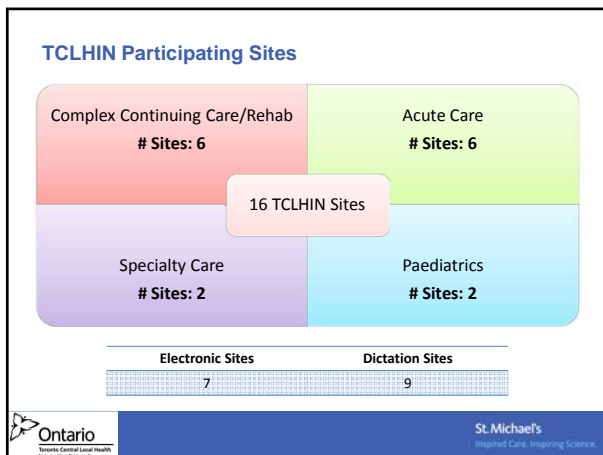
The Standardized Discharge Summary Template was created to:

- Provide consistency in information sharing between the hospital and primary care provider for better patient care and healthcare system efficiency and sustainability
- Allow for consistency in minimum key data elements, order of data, and naming of headings and fields within discharge summaries
- Standardize electronic discharge summaries where possible, however, depending on an organization's current discharge practices dictation and paper form templates may be implemented

Standardized Discharge Summary Template: Project Details

Current State Assessment	<ul style="list-style-type: none"> • Perform preliminary current state assessment to determine pilot sites • Perform comprehensive current state assessment of all TCLHIN sites
Pilot Implementation	<ul style="list-style-type: none"> • Implement template in 3 identified pilot sites and evaluate pilot to help inform TC LHIN implementation
Template Validation	<ul style="list-style-type: none"> • Based on pilot implementation and evaluation perform final validation of template prior to TCLHIN implementation
TC LHIN Implementation	<ul style="list-style-type: none"> • Provide plans, tools and resources for implementation across TC LHIN • Monitor and evaluate for sustainability plan

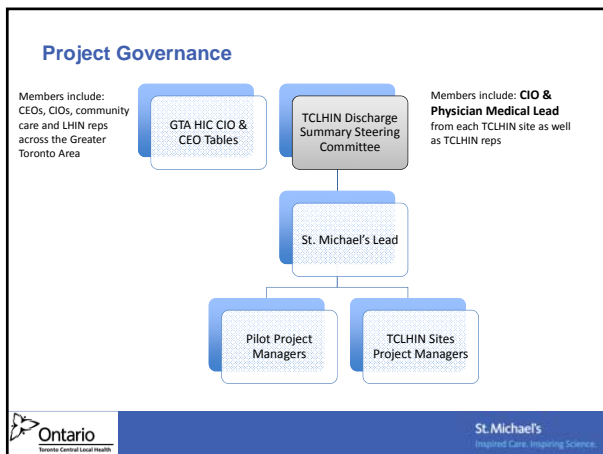




Standardized Discharge Summary Template: Project Details

- Prior to a TC LHN wide implementation, the template was piloted in 3 organizations that represent different services and different discharge mediums:

SMH	<ul style="list-style-type: none"> Acute Care Electronic Implementation
CAMH	<ul style="list-style-type: none"> Specialty Dictation Implementation
West Park	<ul style="list-style-type: none"> Complex Continuing Care/Rehab Dictation implementation



Standardized Discharge Summary Template

Data Elements	Definitional/Explanations
Patient (Demographics)	
Patient name	
Patient Identifier (Medical Record Number)	MRN is the hospital Medical Record Number
Date of Birth (DOB)	
Gender	
Primary Care Provider	
Admit date	
Discharge Date	
Discharge Diagnosis	
Most Responsible Health Care Provider name (if applicable)	The provider who is responsible for the care and treatment of the patient for the majority of the visit.
Completed by (if not completed, MHNCP)	
Date Completed	
Discharge Location	Default Inpatient. (The Discharge Summary Template only applies to encounter type of Inpatient. Encounter is defined as occupying a designated bed.)
Discharge Disposition	This identifies the location where the patient was discharged to. Eg. Home, Home with Support Services, Transfer to Acute Care Institution (named) or Death.
Hospital/Service Name	Hospital Name
Hospital/Service Type	Describes the basic type or category of the service delivery location. Eg. Acute Care or Rehab

Annotations: 'Heading' points to the top row of the table. 'Field' points to the 'Discharge Location' row.

Standardized Discharge Summary Template contd.

Alert Indicators	
Allergies (Yes, None known)	If Yes, list all medication allergies and describe reaction.
Course While in Hospital	
Presenting Complaint(s)	
Summary of key results	
Investigations	
Interventions	
Advance directives	
Adverse Events and complications	An event that results in unintended harm to the patient and is related to the care and/or services provided to the patient other than to the patient's underlying condition.
Diagnoses	
Other Conditions Impacting Hospital Stay	A condition that coexists at the time of admission or develops subsequently and requires treatment beyond the presenting condition, or increases the length of stay by at least 24 hours or significantly affects the treatment received.
Other Conditions	
Discharge Plan	
All medications at discharge	This is for home medications to be continued, home medications, which have been discontinued, and newly prescribed medications.
Follow-up Instructions for patient	Include follow up scheduled by current provider.
Follow-up Plan recommended to be implemented by the receiving provider	
Referrals	These are referrals that have been initiated by the sender.
Copied to with contact information:	



St. Michael's
Inspired Care. Inspiring Science.

Pilot Objectives

1

Template Validation: Validate the discharge summary template created in phase 1

2

Roll-out Recommendations: Generate recommendations and tools to support the LHIN-wide implementation of the summary



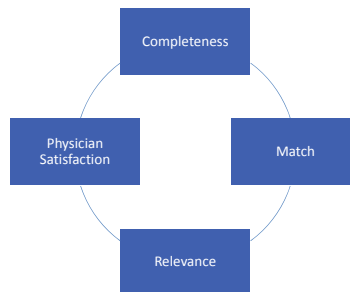
St. Michael's
Inspired Care. Inspiring Science.

Pilot Analysis Framework

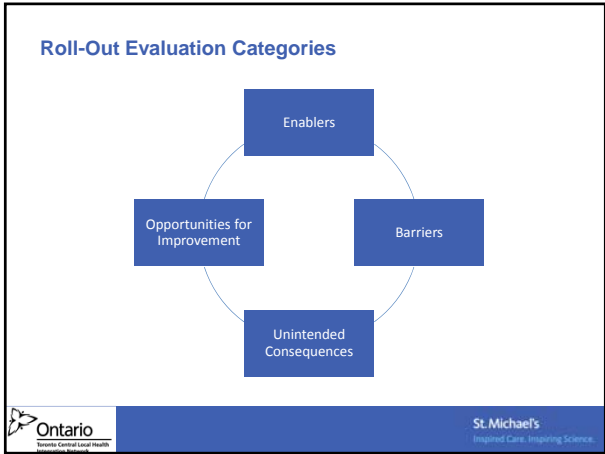


St. Michael's
Inspired Care. Inspiring Science.

Template Validation Criteria



St. Michael's
Inspired Care. Inspiring Science.



- ### Pilot Evaluation Results
- Overall, both the “creator” and “receiver” of the new discharge summary template were satisfied with the ordering, naming and information provided.
 - It was identified some fields required naming revisions, otherwise the template as a whole suited the needs of both the in-patient physicians and primary care providers.
 - The roll-out results identified the need for tools and resources to help with change management and implementation of the template.

Analysis Methodology

Criterion	Measurement Definition	Measurement Method
Completeness	The inclusion of a response to each of the fields defined in the TCLHIN standardized template	<ul style="list-style-type: none"> • Review of random sample discharge summaries from each pilot site for the presence or absence (yes/no) of responses to the standardized template fields
Match	The content found in the summary aligns with the subject of each heading and field in the template	<ul style="list-style-type: none"> • Compare patient chart to discharge summary and make assessment based on review
Relevance	Pertinence of the discharge summary contents to the patient's ongoing care	<ul style="list-style-type: none"> • Physician survey
Physician Satisfaction	Readability and overall satisfaction of the discharge summary template	<ul style="list-style-type: none"> • Physician survey



Discharge Summary Implementation Toolkit

Current State Assessment	Implementation	Evaluation
<ul style="list-style-type: none"> • Template Gap Analysis • Process Map Template • Change Readiness Templates • Current State Questionnaire 	<ul style="list-style-type: none"> • Key Messages and Ppt decks • Project status reports • Tip Sheets • Pocket Cards 	<ul style="list-style-type: none"> • Analysis Framework • Surveys and Templates

Phase 3: Evaluation and Sustaining



Activity

- Monitor ongoing implementation
- Engagement with community partners
- Develop evaluation framework
- Conduct benefits and outcomes evaluation
- Develop sustainability plan

Thank You.
Questions?

Kara Kitts (e): kittsk@smh.ca

Lessons Learned

- Spending considerable amount of time on current state assessment prior to implementation contributes to project's success
- Physician Lead is key to implementation
- Majority of time and efforts were spent on template validation for naming and order of data headings and fields – important to get it right
- Mechanisms to enforce data field entry aids in compliance with template standards
- Physicians agree with a standardized approach to discharge summary information – engage and involve physicians from the onset

