

IMPROVING THE STANDARD OF DISCHARGE SUMMARIES USING A QUALITY IMPROVEMENT APPROACH

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WHAT: To Improve the content and quality of discharge summaries on the acute medical unit

WHY:

- Discharge summaries are an important handover tool.
- Poor discharge summary completion can have a negative impact on the safe transfer of care and patient safety.
- Concerns had been raised via GP quality alerts, patient safety incidents and patient advice and liaison services (PALS) complaints.

WHO:

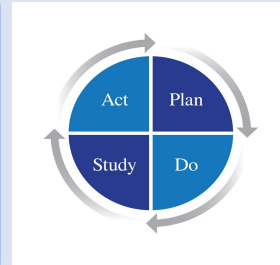
- Our multi-disciplinary team (MDT) comprised junior doctors, medical students, a physician associate, a consultant physician, a GP, a pharmacist, a quality improvement advisor, and a patient representative.

Core Components of Discharge Summaries

- Reason for Admission
- Past Medical History/Past Surgical History
- Primary and Secondary Diagnoses
- Key Investigations and Results
- Procedures
- Social Context
- Plan for Follow Up
- Medication Changes
- Medications to be Reviewed by the GP
- GP Actions Post-Discharge

HOW:

- 10 discharge summaries were randomly sampled each week and scored against 10 core components.
- An average weekly percentage score was calculated.
- The 'Plan Do Study Act' (PDSA) quality improvement method was used for interventions.



- Baseline Score** → **61%**
- PDSA 1: Discharge Summary Template** → **92%**
- PDSA 2: Sharing Patient Feedback** → **87 + 91%**
- PDSA 3: Sharing Pharmacist Feedback** → **91%**
- PDSA 4: Sharing Patient & GP Feedback** → **93%**

RESULTS AND CONCLUSIONS:

- Significant improvement maintained at a mean of 85%
- No further GP Quality Alert, PALS complaints or patient safety incidents relating to discharge summaries
- 70% Reduction in GP Quality Alerts in the wider hospital relating to discharge summaries
- The project has now been expanded on to the Paediatrics department within the hospital.

