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Enhancing patient discharge process and improving patient satisfaction and safety in musculoskeletal and sports medicine service line

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Objective: The aim of this project was to discharge patients by a well-planned smooth discharge process and to increase patients' satisfaction and safety. By implementing the early discharge project, elective and emergency patients would be admitted earlier thus enhancing pre-operative workup and optimization of patients for surgery.

Methodology: Data was collected by the Business Process Reengineering (BPR) team. Cause and effect methodology and continuous improvement process PDSA cycle was used. A stringent, discharge process was formulated for entry of predicted discharge, definite discharge, and discharge orders through a trigger process, 24 hours prior to discharge. This process provided information to the multi-disciplinary team thus expediting the sequence of discharge medications, financial clearance, and home health services. For this Early Discharge Project, all team members including residents, admission discharge coordinator, and admission discharge lead (ADL) played an active role. Sessions were conducted by the ADL and BPR team for the residents and interns to familiarize them with the step by step process. Implementation of this project was done and support was provided by the BPR team and ADL.

Results: Analysis of the data led to mainly three categories such as timely entry of predicted discharges, definite discharges and discharge orders. Finally after the 11th and 12th week there was a significant incline in entry of predicted discharges (61%), definite discharges (65%) and discharge order entry (47%).

Conclusion: This project facilitated early discharges and resulted in accommodation of 80% elective patients in orthopedic bay, hence optimizing maximum number of preoperative patients.

Biography

Nasreen Panjwani currently heads the Musculoskeletal and Sports Medicine service line as a Nurse Manager at the Aga Khan University Hospital, Karachi. Prior to this she was the Nurse Administrator for Surgical Units at the same institution. She possesses a vast experience of 15 years in the field of Health Care and Education. Cosmic experience has gained over the period of years from Senior Instructor at Aga Khan University School of Nursing and Midwifery to clinical practices in critical care areas such as the emergency room and post anaesthesia recovery room, and other areas such as day care surgery, endoscopy and lithotripsy departments of a tertiary care hospital. She has completed her masters in Nursing in 2014 from the Aga Khan University School of Nursing. She has published two articles and has presented twice at international conferences.

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