

Lakewood Health System, Staples

Project RED

a

RARE Initiative

Presented by

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Project RED at Lakewood Health System, Staples

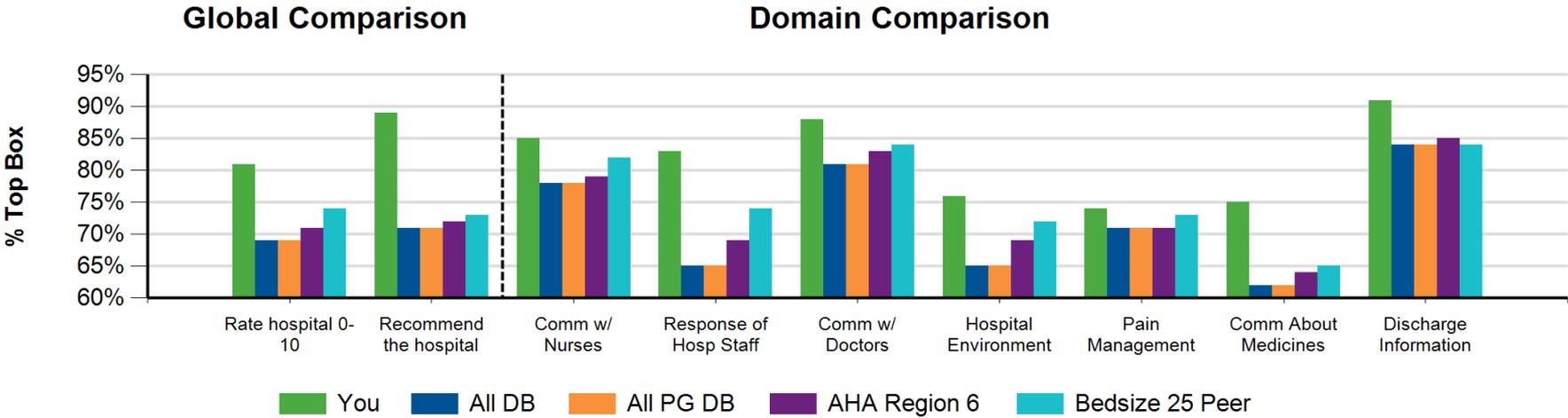
Why PROJECT RED? Our Patient Satisfaction scores on Discharge Information showed room for improvement.

Structure: Formed a committee to begin the work of re-engineering discharge process.

Who: Social Services, Nursing, Pharmacy, RN Case Manager



HCAHPS Scores on Discharge Domain



Goals/Objectives of Project RED

1. To reduce avoidable readmissions in key target populations.
2. To create an interdisciplinary process to improve outcomes.
3. To improve the patient's overall experience with the discharge process.

Measurements for Project RED

1. Re-admission rates for CHF and Pneumonia
2. Discharge Domain on HCAHPS



Two Major Areas of Focus

1. **Interdisciplinary rounding: RN Case Manager, Primary Nurse, Charge Nurse, Social Services, Pharmacist, and other disciplines as needed (Rehab Services, Dietary, etc)**

2. **After Hospital Care Plan: Modified version**



Interdisciplinary Rounding

Purpose: To focus on the discharge plan and goals early in the patient stay in order to align goals, key activities by each discipline and to engage the patient/caregiver in the plan for discharge care.

Target Population of Patients: CHF and Pneumonia

Process: Rounding team goes to the patient/caregiver and has a discussion on medications and any issues that need addressing in order to get the patient home and be successful at home after discharge. Each team member starts with a checklist of important topics to cover and we go from there.



Lessons Learned to date in Project RED

1. Importance of connecting the patient experience to what we do for the patient.
2. To engage all disciplines in the discharge planning process by active participation.
3. Don't bite off more than you can chew!!
4. Start with a small sample population to test the process.
5. Don't be afraid to change something that is not working.
6. Trial and Error are a part of hardwiring a great process. Learn to tolerate the changes.

