

# Lakewood Health System, Staples

## Project RED

a

### RARE Initiative

Presented by

Alissa Kuepers, PharmD, Clinical Hospital Pharmacist  
Lakewood Health System



# Project RED at Lakewood Health System, Staples

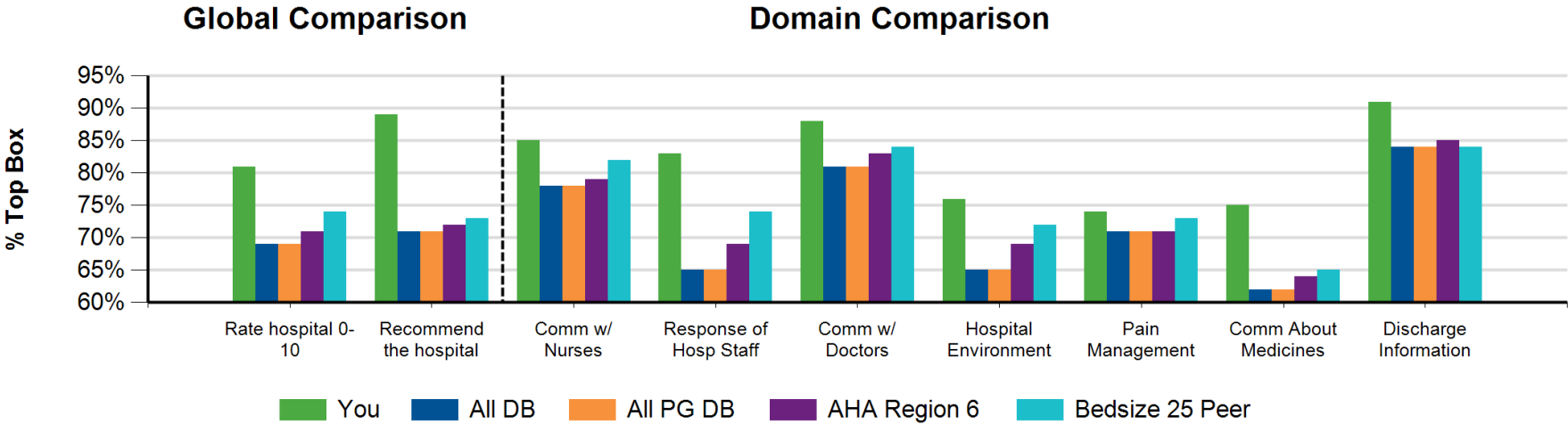
**Why PROJECT RED?** Our Patient Satisfaction scores on Discharge Information showed room for improvement.

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.



# After Hospital Care Plan

## Modified the version currently used at LHS

**MED/SURG DISCHARGE INSTRUCTIONS**

Patient Name: █	Admit Date: █
DOB: █	Discharge Date: █
Physician: █	
Diagnosis: █	

Follow Up Appointments: █  
 Questions for my follow up appointments █

Discharge Diet: █  
 What foods should I eat? █  
 What foods should I avoid? █

Consult Appointments: █  
 Follow up Labs/X-Ray: █  
 Activity Instructions: █  
 What exercises/activities should I do? █  
 What exercises/activities should I avoid? █  
 General Instructions: █

Additional Notes/Instructions: █

Which Pharmacy are my prescriptions called to: █

Med Call in	Medication Generic/Name Brand	How much do I take?	How do I take this?	Why am I taking this?	When did I take this last?
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█

█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█

MEDICATIONS TO STOP TAKING: █

MEDICATIONS THAT HAVE BEEN CHANGED: █

If I have questions or problems I should call: 218-894-1515 to talk with a triage nurse.  
 If I have serious health problems I should call 911 or present to the Emergency Department.

I █



## 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.

