I.D.E.A.L. Transition/Discharge

OBJECTIVES:

1. DEFINE THE I.D.E.A.L. MODEL

2. EXPLAIN HOW USING THE MODEL WILL INCREASE THE NUMBER OF DISCHARGES PRIOR TO NOON BY INCORPORATING THIS PRACTICE INTO YOUR DAILY WORKFLOW

3. LEARN AND USE TEACH BACK
No Conflicts of Interest to Disclose
BACKGROUND

BONE & JOINT OUTCOMES

16%
WHAT IS THE MODEL??

Include the patient and family as full partners

Discuss with the patient and family five key areas to prevent problems at home

Educate the patient and family throughout the hospital stay

Assess how well doctors and nurses explain the diagnosis, condition, and next steps in their care and use teach back

Listen to and honor the patient and family’s goals, preferences, observations, and concerns
## I.D.E.A.L. Model Logo

### IDEAL Process Roadmap

<table>
<thead>
<tr>
<th>Day of Admission</th>
<th>Daily</th>
<th>Day before Discharge/Transition of Care</th>
<th>Day of Discharge/Transition of Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify caregiver and include in conversations:</td>
<td>Educate on the discharge process and what is to be expected:</td>
<td>Obtain discharge orders from provider if possible:</td>
<td>Obtain discharge orders if not already completed the day before:</td>
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<tr>
<td>- Plan (LOS)</td>
<td>- Review plan with patient and their caregiver</td>
<td>- Make follow-up appointment</td>
<td>- Check completion and pending criteria</td>
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<tr>
<td>- Education</td>
<td>- Assess readiness for discharge and identify the barriers:</td>
<td>- Identify discharge plan:</td>
<td>- All of treatment team needs to sign off</td>
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<tr>
<td>- Set discharge goals</td>
<td>- Daily progress</td>
<td>- Set time</td>
<td></td>
</tr>
<tr>
<td>- Discharge process</td>
<td>- Goals</td>
<td>- Prioritize transportation</td>
<td></td>
</tr>
<tr>
<td>Teach and complete My Care Board</td>
<td>Communicate plan:</td>
<td>Communicate plan with providers</td>
<td>Confirm all test results have been received, communicated and appropriate action taken</td>
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<tr>
<td>Verify preferred pharmacy</td>
<td>- My Care Board</td>
<td>Consider home equipment and medications:</td>
<td>Provide (AVS) written discharge instructions and education to patient with their caregiver using the Teach Back method:</td>
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<tr>
<td>Discuss five key areas of home life prior to admission:</td>
<td>- Care Team</td>
<td>- Oxygen requirement test or seizure if possible</td>
<td>- Listen to their questions, concerns and feelings</td>
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<tr>
<td>- Describe what home life would be like</td>
<td>- Communication</td>
<td>- PTO Orders</td>
<td>- Review and confirm appointments</td>
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<tr>
<td>- Minors PTA meds</td>
<td>- Care Plan</td>
<td>- Prescriptions</td>
<td>- Review medication list</td>
</tr>
<tr>
<td>- Highlight warning signs and challenges</td>
<td>Consider resources:</td>
<td>Update discharge checklist in discharge navigator</td>
<td>Complete discharge checklist in discharge navigator</td>
</tr>
<tr>
<td>- Explain plan and test results</td>
<td>- Care Management</td>
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<tr>
<td>- Appointments</td>
<td>- Dietitians</td>
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<td></td>
<td>- ODM Educator</td>
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<tr>
<td></td>
<td>- Therapies</td>
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<td></td>
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<td></td>
<td>- PT/OT/Speech</td>
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</tbody>
</table>

Discuss Transportation

Assess diagnoses and the need for home requirements:
- Dressing changes
- Injections
- Wound care
- Drains, etc.

Update discharge checklist in discharge navigator

Use Teach Back technique to confirm understanding with all patient and family teaching.
Be Prepared To Leave the Hospital Checklist

Before you leave the hospital, we want you to make sure you are ready.
Use this checklist to see what you need to know before leaving the hospital. If you cannot check a box, use this questions listed to ask your medical provider.

1. I know what I need to about how to take care of myself when I leave the hospital.
   - Are there things I should not do like smoking, sex, or heavy lifting? For how long?
   - What exercises are good for me? When and how often should I do them?
   - What limits on activities should I follow? Are there foods and drinks I should avoid?
   - What do I need to do to make my home safe?
   - What do I need to do to keep my injury clean, safe, or healing?
   - Can you show me how to do this?
   
2. I know what my medicines are and how to take them.
   - Do I take the same medicines the same way I did before I went into the hospital?
   - What new medicines will I take when I leave the hospital?
   - Why do I take this medicine?
   - When and how do I take this medicine?
   - How much do I take?
   - What are possible side effects of this medicine?
   - What problems do I need to look out for?
   - Other medicines affect other medicines. Foods - Alcohol or herbal supplements I take?
   - Where and how do I get this medicine?

3. I know when my appointments are and how to get there.
   - What appointments do I need after I leave the hospital?
   - Am I following all my tests? When should I get the results?
   - Are there tests I need after I leave the hospital?
   
Tips:
- Ask someone you trust, such as your husband or wife, adult child, or friend, to listen to the directions from the medical care team with you before you go home.
- Write down what your medical care team says.
- Write down questions you may have to help you feel prepared when the medical care team leaves.
- Ask questions until you understand and get the answers you need.
- Make lists of what needs to be done, who can do it, and who can help.
- Talk with someone who has been in your situation to help you prepare and know what to expect.
- Talk to other people in the hospital, such as social workers and chaplains, about your care or ask how they can help you.
TEACH BACK

An opportunity to assess how well the concept was explained, and, if necessary, re-teach the information.

The patient and family repeats back in their own words what they need to know or do to be sure you explained things well.

VIDEO
https://www.youtube.com/watch?v=bzpJYF_tKY

BENEFITS

(Patient, Staff and Facility)
THANK YOU!!
For any questions or wanting more information . . .

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REFERENCES


