Increasing the Rate of Successful Patient Discharges by Noon.

Ann Marie Moynihan

DNP student at The George Washington University, Washington D.C.

Project Dissemination / Defense Date Imminent

Background: Communication breakdowns contribute to discharge delays in acute care settings. TeamSTEPPS® is an evidence-based program that seeks to optimize patient outcomes by improving communication and teamwork

Objectives: The primary aim is to increase the number of patients discharged by noon. The secondary aims of this project was to improve the interdisciplinary team's communication. The final objective of this quality improvement project was to improve workforce inefficiencies.

Methods: A pre and post intervention design was used. Staff time was measured as a calculated cost of patient care.

Results: The pre-implementation rate of successful discharges by noon was 31% as compared to 33% post-intervention. In utilizing a z-score calculator, the p-value was .8181, resulting in no statistical significance. The second objective of increasing the interdisciplinary team's perception of communication using TeamSTEPPS® principles, a Wilcoxon signed-rank test was performed. There was statistical significance noted in team function ($p = 0.37$), leadership ($p = 0.15$), situation monitoring ($p = .006$), and mutual support ($p = .001$), yet no statistical significance was noted in the team's perception of communication. Lastly, the goal of decreasing staff time associated with post-surgical discharge inefficiencies; a t-test comparison was used, in which the results indicated non-significance with a p-value 0.232, however there was a cost savings of $3,823.20 for the 3-month implementation period.

Conclusions: This quality improvement project improved discharge rates and improved workflow and staff time, leading to reduced costs. Further, TeamSTEPPS® site-specific training also increased knowledge in four of the five TeamSTEPPS® principles.