



## Introduction

“How well did the nurses instruct you about caring for yourself at home,” “How well did the staff explain your discharge plans,” “Training given to you and your family about your care after discharge.” These are Press Ganey survey questions of which TBI unit scored very low and needed to address immediately. We put together a team consisting of case management, PT, OT, speech therapy and nursing to find a way to assist our patients with their discharge and make the process more patient/family friendly. The process occurring on the day of discharge was very overwhelming; too much information was being reviewed by too many people. The solution was to have a “training day” scheduled shortly before the discharge day. This day would include a review of all education and hands-on return demonstrations of specific skills as needed.

## Process

1. Patient/family “training day” is decided during staffing conference once the d/c date has been set.
2. The case manager contacts the family to inform them about the “training day.” She informs them about the purpose and the importance of their attendance.
3. If the family cannot make the date chosen then another date is scheduled, and the team is informed of the change.

## Nursing Teaches

- **MEDICATIONS**  
Review of dosage, reason, side effects, lab work, etc.
- **DRESSING CHANGES, IF NEEDED**  
Review of supplies needed, where to obtain, how to change dressing, s/s infection
- **INCONTINENCE CARE**  
Review how to apply brief, how often to check the brief, where to purchase products, importance of good skin care
- **SPECIFIC PROCEDURES, I.E. COLOSTOMY/FOLEY CARE/TRACH CARE**  
Review how to complete procedure with a return demonstration, discuss complications and what needs to be reported to the physician
- **TRANSFER TECHNIQUES USED ON THE NURSING UNIT**  
Review how to transfer in and out of bed, on and off commode with return demonstrations
- **EATING STRATEGIES USED ON THE NURSING UNIT**  
Review diet restrictions/consistencies/assistive devices/therapeutic techniques
- **G-TUBE CARE, TUBE FEEDING ADMINISTRATION**  
Review product, where to purchase, how to administer with return demonstration, complications
- **MORNING ROUTINE AND HOW THE PATIENT PARTICIPATES IN HIS CARE**  
Review dressing routine and what patient can and can't do

## OT Teaches

- **ACTIVITIES OF DAILY LIVING**  
Review and demonstration of techniques to encourage highest level of independence and safety during dressing, bathing, grooming and toileting
- **TRANSFERS**  
Review transfer techniques and recommended equipment for toilet and tub transfers. Assessment of need and appropriateness of hospital bed
- **COGNITION**  
Review of cognitive level of functioning related to daily living activities such as money management, decision making, safety and responsibilities
- **HOME MANAGEMENT**  
Review of techniques and level of assistance needed to perform home management tasks such as cooking, cleaning and finances
- **HOME MODIFICATIONS/SAFETY**  
Review of information and contacts for appropriate home modifications. Instruction on basic safety information for the bathroom and home. Review of alarms for doors, beds and chairs, as appropriate
- **MEDICATION MANAGEMENT**  
Review recommendations for level of assistance needed for taking medications (related to memory, attention and problem solving)
- **DRIVING**  
Review of driving recommendations and results of DriveABLE™ test
- **BEHAVIOR MANAGEMENT**  
Review of strategies for managing behaviors related to physical or emotional outbursts
- **GAIT**  
Review technique, use of assistive devices and or bracing, and safety
- **STAIRS**  
Review home setup, railing use, chair at top and or bottom. Sequence: reciprocal or non-reciprocal and which foot leads and safety
- **CURB/RAMP**  
Review technique, assistive devices and safety
- **WHEELCHAIR**  
Review mobility, safety, folding, loading into car and negotiating on curbs and stairs
- **EMERGENCY SAFETY**  
Review fire escape plan, floor transfer, use of cell phone or alert button
- **CAR TRANSFER**  
Review technique, safety with head protection, amount of assistance, car seat position
- **COMMUNITY MOBILITY PLANS**  
Review safe mobility outdoors, going to physician appointments, large stores and parking lots
- **EXERCISE ROUTINE**  
Review types of exercise and amount of assistance needed

## PT Teaches

- **MAT MOBILITY**  
Review bed modifications such as bed rails, leg lifter, head elevation. Proper techniques for bed positioning
- **TRANSFERS**  
Review wheelchair to bed or chair transfers observing techniques and safety

## Speech Teaches

- **SWALLOWING**  
Review MBS results, diet and or swallowing strategies
- **COGNITION**  
Review communication strategies for the home and community environment. Tips to facilitate attention, daily recall and task completion

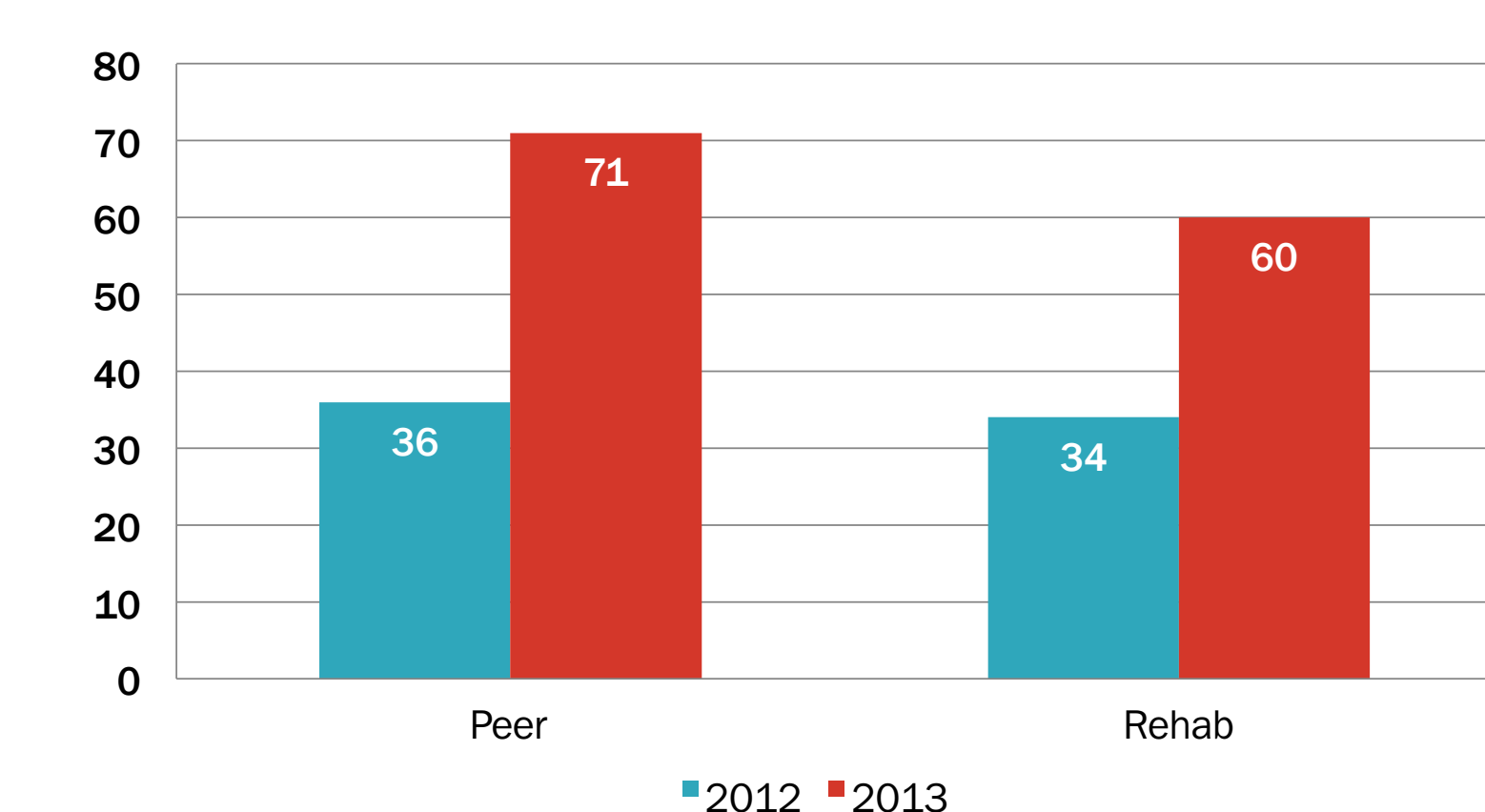
## Respiratory Teaches

- **RESPIRATORY MEDICATIONS**  
Review aerosol medication administration

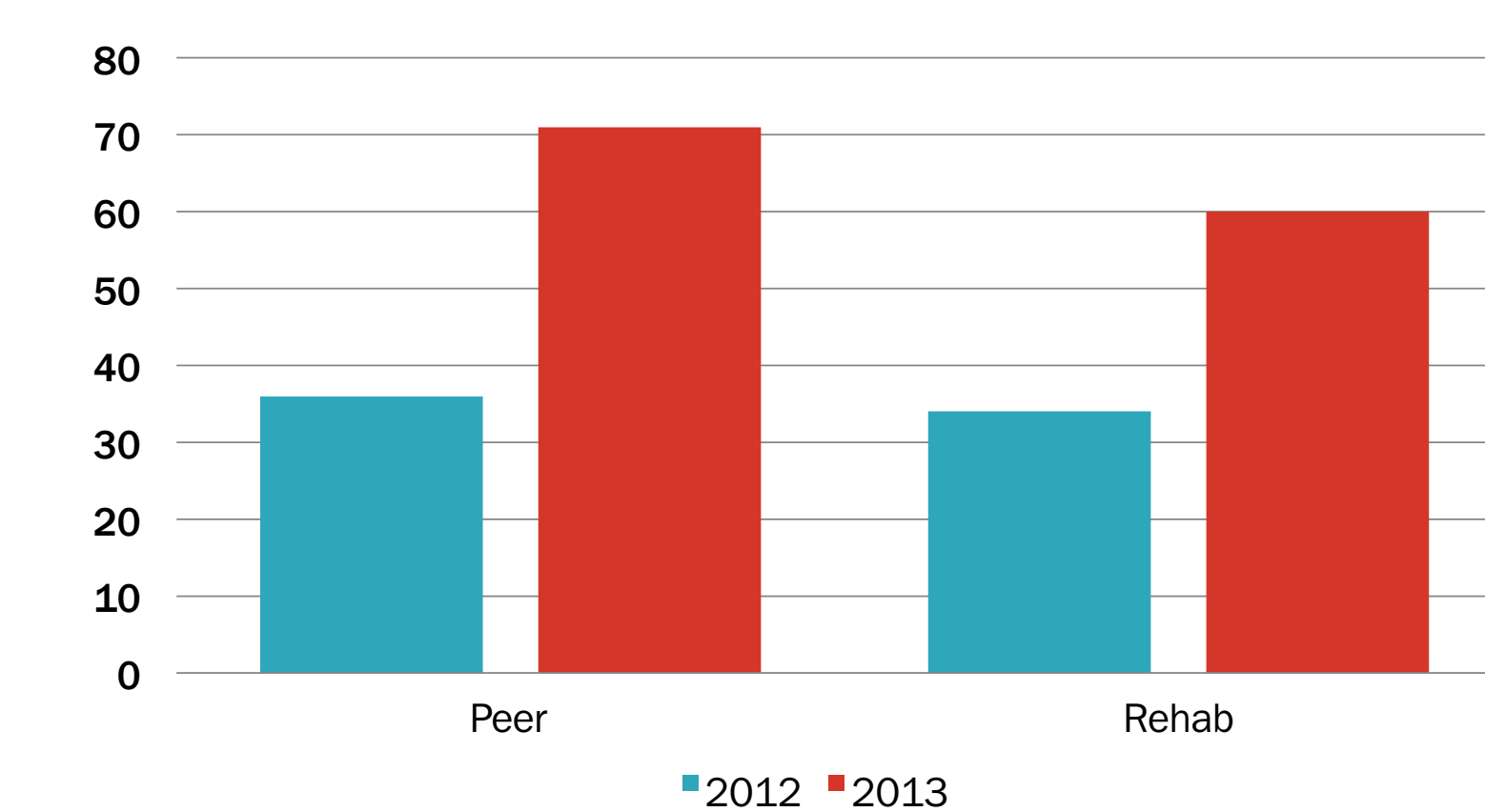
## Press Ganey Ranking Results

July 2012 – December 2012 Before “Patient Training Day”  
January 2013 – May 2013 After “Patient Training Day”

### Nurses’ Instructions Related to Home Care and Medications



### Staff Explained D/C Plans



### Training Given About Home Care

