

Massachusetts Coalition
for the
Prevention of Medical Errors

**Engaging the Voice of
Patients and Families in
Improving the Hospital Discharge**

Strategies for Improvement

- Have STAAR teams report in to PFAC on ongoing basis, how they are engaging patients and families.
- Have patients and family members including PFAC members on the STAAR team.
- Interview patients who are readmitted, and their families
 - What happened when they went home?
 - What could have been done differently, that would have been helpful to them?
- Call patients after discharge, not just to answer their questions, but to learn
 - What was it like going home?
 - What worked well, what didn't work well?
 - What could have been done differently, that would have been helpful to them?
- Bring any patient education materials and process changes to the PFAC for comment.
- Have a patient/family focus group that supports the STAAR team, reacting and planning on specific issues (more involvement than one member on the team).
- Have additional survey questions related to the patient/family experience of the discharge.
- Provide an open invitation to patients/family members to provide comments after the discharge.
- Test one of the personal health records/discharge information sets:
 - Coleman
 - AHRQ
 - Lahey
- Engage all organizations or agencies that touch a patient. Have a common contact for transitioning patients.
- Have volunteers or PFAC members meet with patients (while in the hospital) to discuss what went right and what went wrong or have volunteers call patients after discharge to ask these questions.
- Are we asking the right questions? What are the standardized questions? Do we need to develop them?
 - What were the barriers the patient faced?
 - How can we support transitions home better?
- Follow up on all complaints.
- Others Ideas?