

Hospital Pre-Discharge Virtual Patient Interview

Goal: To facilitate successful hospital transition for patients by pro-actively meeting with patient and nurse for collaborative sign out prior to discharge focusing on medication changes, red flags, assessment of patient activation, discharge needs, and follow up appointment.

Setting up the meeting:

1. WCHC RN is notified of pending discharge by Palm Drive discharge planner, WCHC social rounder, or Palm Drive discharge nurse and sets up a rough time to have meeting.
2. At agreed upon time, the WCHC RN starts an “instant meeting” using the Cisco Jabber functionality.
3. The “meeting number” located at the upper left corner of the meeting when started is communicated to Palm Drive medical surgery clerk by telephone.
4. Palm Drive clerk connects to the meeting using the iPad WebEx app by entering the meeting number.
5. Palm Drive RN brings iPad to the room to start the meeting with the patient/family/care giver.
6. *Note: family/care givers who are remote can join the meeting in a similar way if appropriate.*

Meeting content:

1. WCHC RN to make introductions if not already familiar with patient/care giver and introduce concept of meeting is to help facilitate a smooth transition home.
2. WCHC RN should ask Palm Drive RN and patient to give a summary of what happened during the hospitalization to get a general sense of what occurred.
3. Focus discussion on potential barriers to successful transition from perspective of Palm Drive RN and patient/care giver.
4. Review medication changes and ensure plan is made for getting needed medications prior to discharge.
5. Discuss needs for DME or other aids and plan for getting these items.
6. Review patient activation measure with Palm Drive RN and discuss any insights from the experience of caring for the patient in the hospital that may be important to know.
7. Review red flag symptoms and get a sense of needed education or knowledge gaps or barriers.
8. Review needed follow up items including need for labs, PT/INR, x-rays.
9. Review follow-up appointments with non-WCHC: PT, wound care, specialty follow up.
10. Review follow-up appointment with WCHC and/or home transition visit.