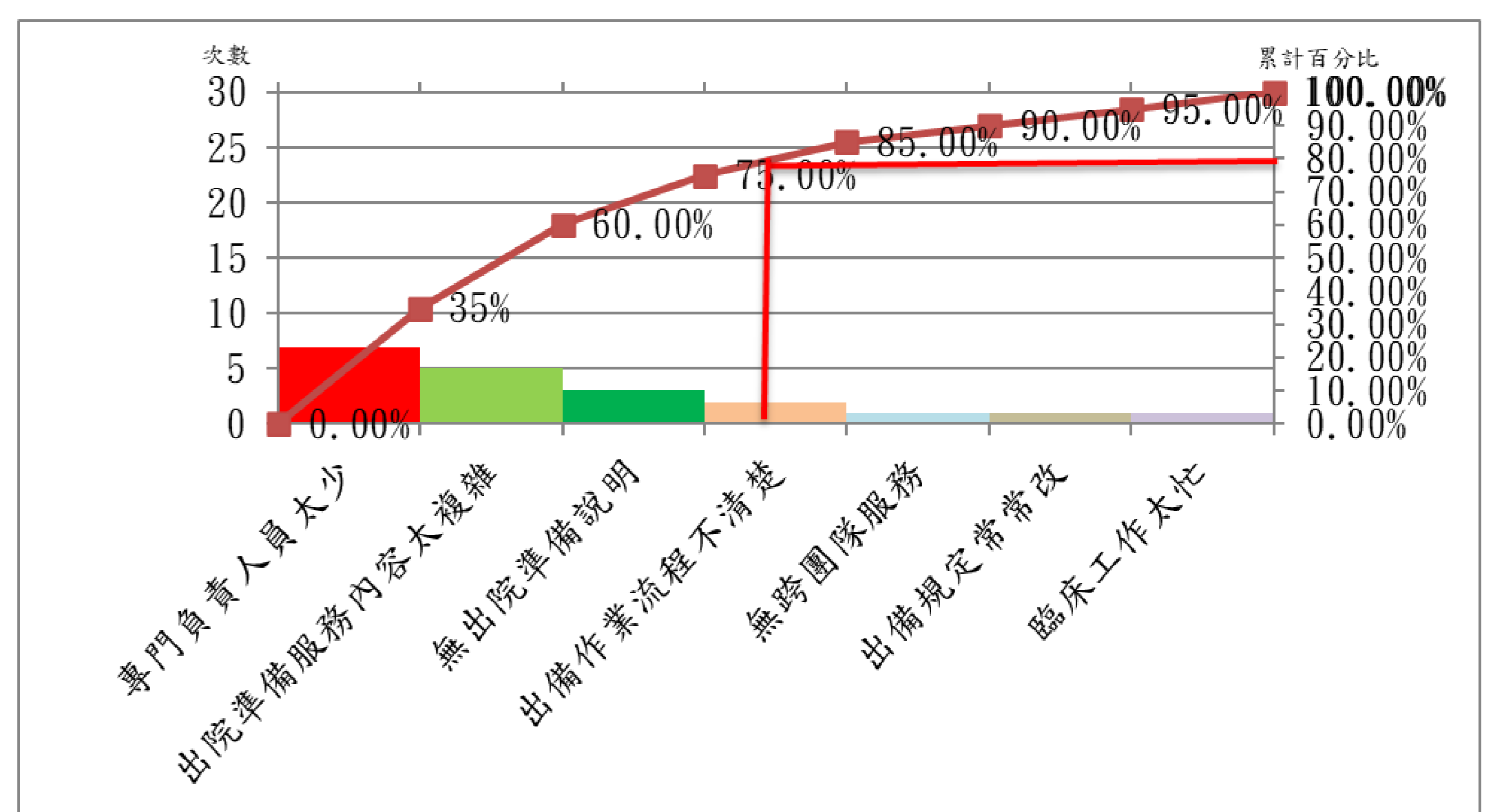
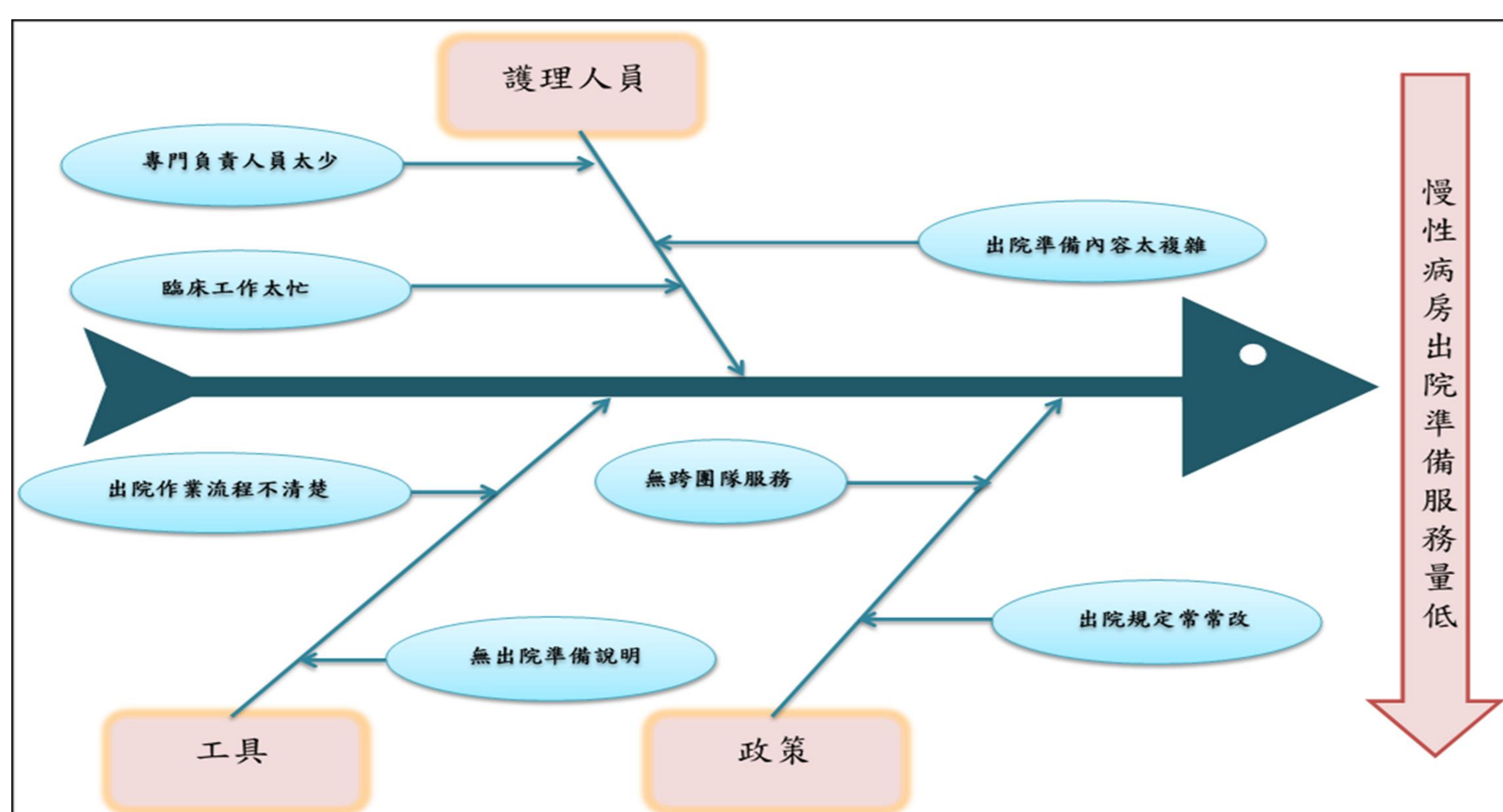


Seamlessly integrate discharge preparation services through team collaboration

Background and objective

Yi-Fen Lin₁/Kuei-Hua Yen₂/Yung-Hsuan Fu₃/
Nurse_{1,3} /Head Nurse₂

This ward is a rehabilitation ward, where patients often experience delayed discharge or reluctance to leave. In 2020, only 4% of inpatients received long-term care 2.0 services. A total of 94 survey forms were distributed, but only 67% of them were completed in full. The satisfaction rate from the survey was only 71.4%. Therefore, a quality improvement team was established with the aim of improving the completeness of discharge preparation services performed by nursing staff to 85%, achieving an 85% awareness rate of discharge preparation services, reaching a 90% satisfaction rate for discharge preparation services, and enhancing the quality of care.

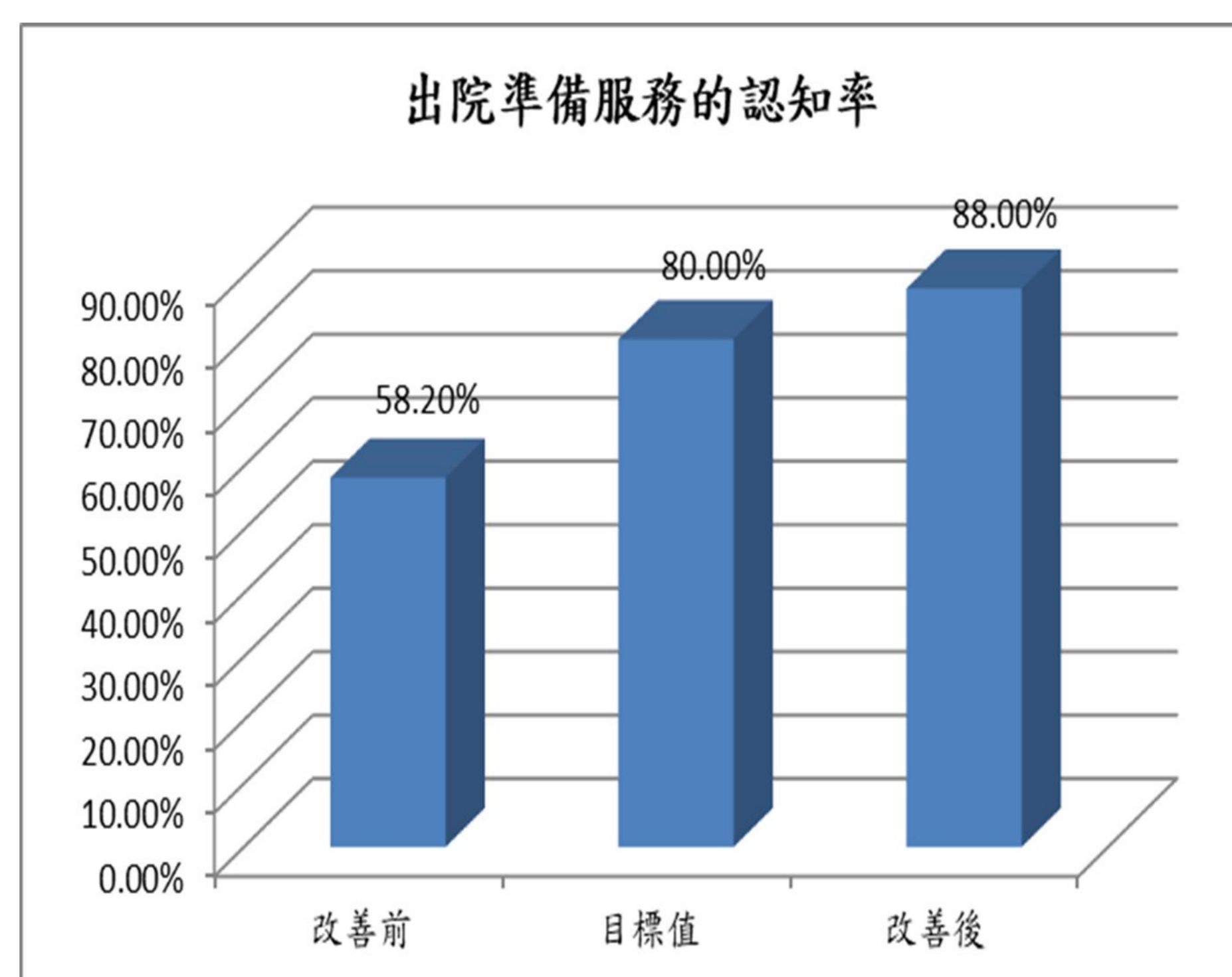
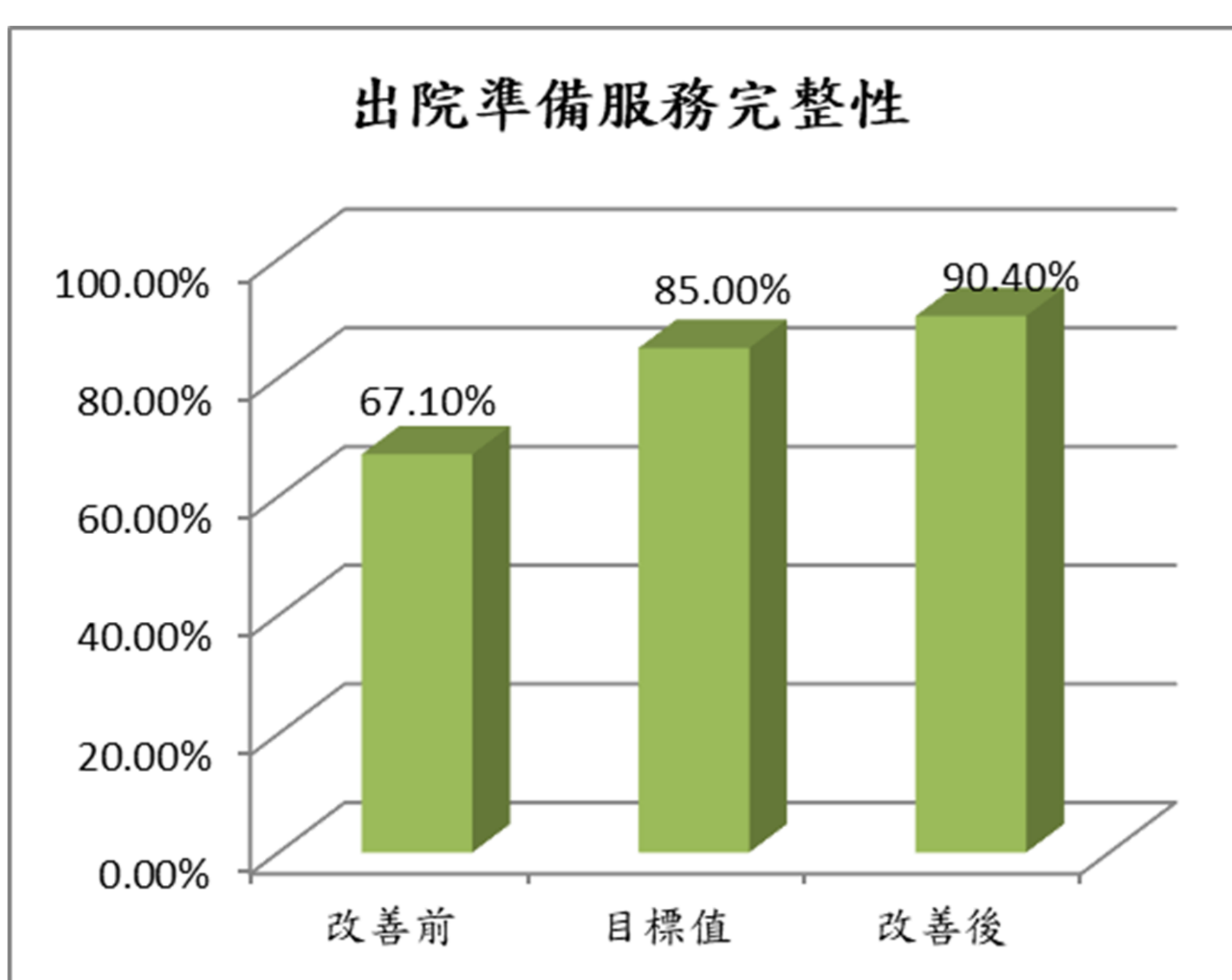


Methods/intervention

1. Establish a Discharge Service Team
2. Implement Education and Promotion
3. Develop Norms and Procedures
4. Produce Promotional Posters



Results



年度	110年	111年	112年1-8月
轉介量	38	36	32

年度	110年	110年	111年	111年	112年
月份	4月	8月	7月	12月	6月
滿意度	90%	92%	93.3%	93.8%	95.5%

Conclusions

Through this improvement plan, colleagues have gained a clear understanding of the discharge preparation content and procedures. They can provide patients and their families with relevant information regarding discharge preparation and long-term care, enabling them to make early choices and preparations. This ensures that upon returning home, they receive immediate assistance, thereby enhancing the quality of care.

