SAFE Discharge Program
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Enhance patient safety
Improve quality & efficiency
Staff engagement

Introduction
Patient discharge information is what the patient expects to receive from the health professionals whom treated them before they are discharged. All health information and appointment sheets are expected to be given on discharge to ensure patient safety. But this information is often incompletely given when discharge home and results frequent telephone and in-person enquires to other shift on-duty staff. Finally, extra time is required to retrieving patient’s information before answering any enquires. In order to ensure all information will be given accurately and completely, a Safe Accurate Fast Effective “Patient Discharge Checklist” is designed to facilitate ward staff. The checklist could help to guide ward staff, especially new comers, to carry out discharge procedures and education completely and effectively. It also could help to safeguard any incompleteness of nursing procedures, e.g., removal of IV block.

Objectives
1. To ensure patient’s needs in the discharge process are identified
2. To provide a standardize & systemic practice for ward staff to enhance patient safety & improve operation efficiency
3. To address the gaps in patient safety and follow-up plan, e.g., medication education, appointment preparation…
4. To safeguard patients from incomplete nursing care, e.g., remove IV block
5. To improve communication among ward staff
6. To promote safe and reliable transfer of information with OAH.

Methodology
1. Form a Task Force to look into the issue.
2. Collect staff opinion on discharge procedures.
3. Design a simple-to-use checklist to facilitate the procedures.
4. Trial-run the checklists to confirm feasibility.
5. Fully implement for all discharge cases.
6. Evaluate effectiveness of the program

Result
1. Staff compliance rate in using the checklist is 92.7% when reviewing 150 patients’ file. 2. Accuracy & completeness on using the checklist: 30 patients’ files have been reviewed and counterchecked information with the Nursing Discharge Summary to confirm accuracy. 100% provided information is accurate but discrepancy was found in ticking the box of “Appointment Sheet” (40%) and choosing the “Discharge Summary or Discharge Slip” (26.6%). 3. Staff opinion survey: (% on agree & strongly agree) 3.1 The checklist is easy to use. (85.7%) 3.2 The checklist can help to ensure carrying out of incomplete instructions. (95.3%) 3.3 The checklist can help to complete the discharge procedures. (81.0%) 3.4 The checklist can safeguard from omitting necessary instructions to patients. (76.2%) 3.5 The checklist is NOT time consuming. (62.0%)