

AIM Statement: By June 2023, achieve a discharge summary completion rate of 75% from 62% within 48 hours after patient discharge from Medicine CTU teams

PROBLEM DEFINITION

Discharge summary is required by the Province to be made available for primary care providers within 48 hours after patient discharge. London Health Sciences Center is among the lowest of peer hospitals in Ontario. Department of Medicine contributes to one third of the organization's discharge summaries and its performance is at 62%.

ROOT CAUSE ANALYSIS

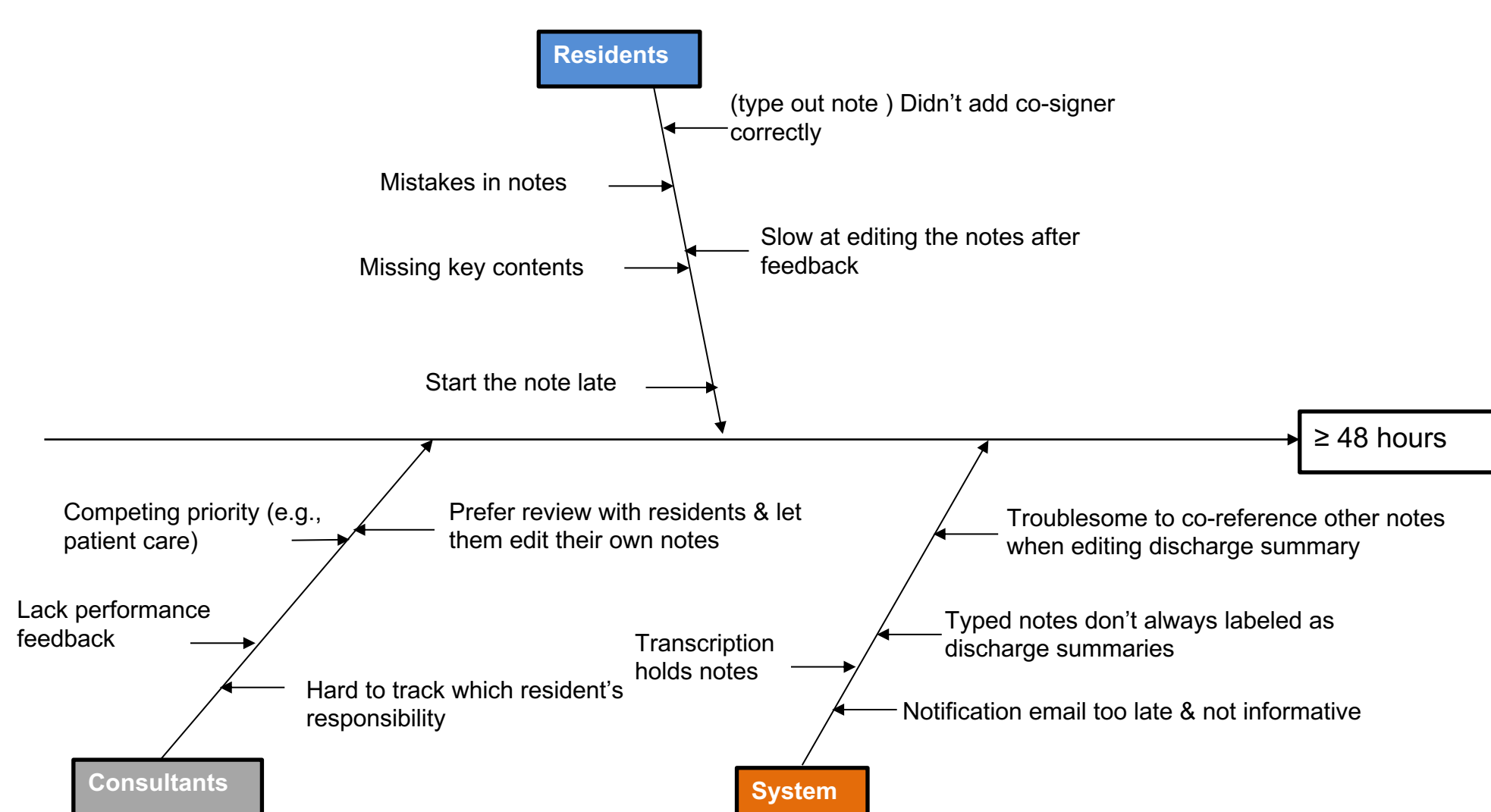
Key learnings from electronic medical records analysis including:

1. The bottleneck step is from transcription to sign-off.
2. Major variations exist in consultants' signing speed.

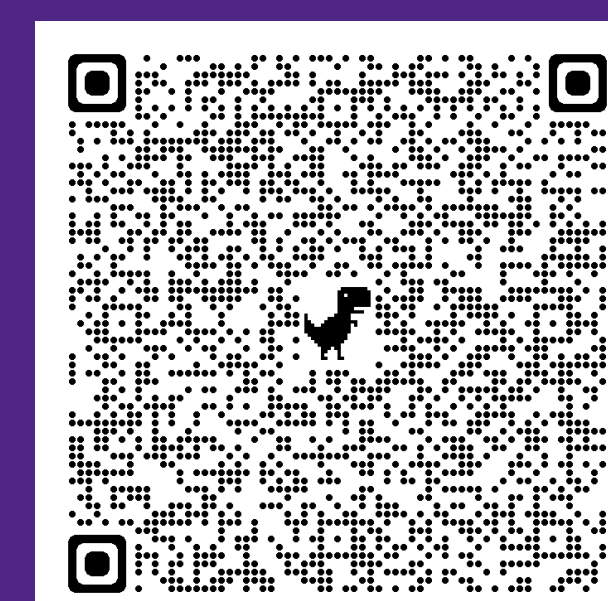
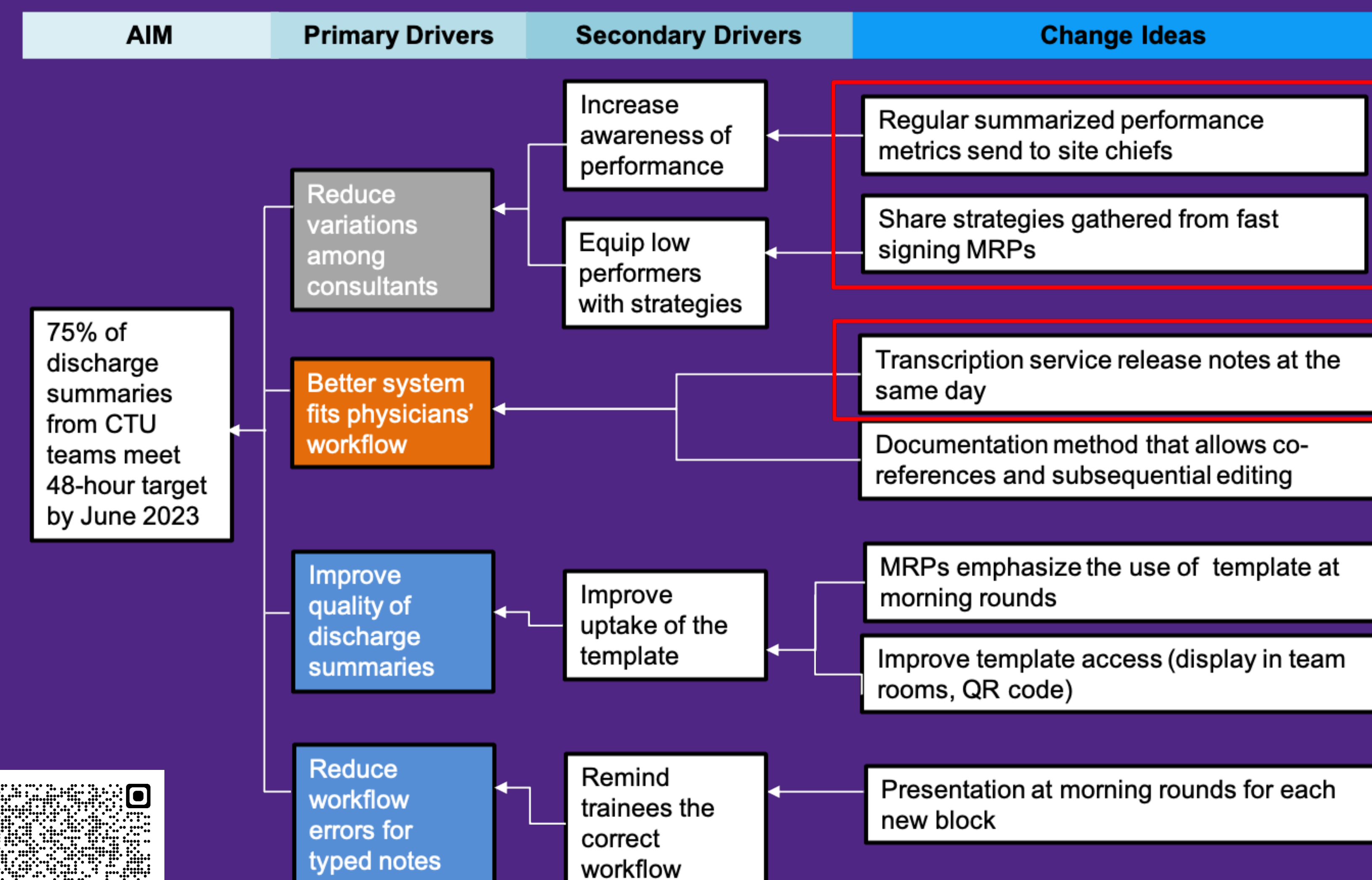
One team's baseline performance (July 2021- June 2022)

Team	Number of discharge summary signed	Transcription --> Sign-off	
		Median hours	Average hours
Consultant #1	196	19.6	26.3
Consultant #2	225	22.6	28.9
Consultant #3	175	46.2	62.7
Consultant #4	117	61.1	71.2
Consultant #5	95	148.7	166.7

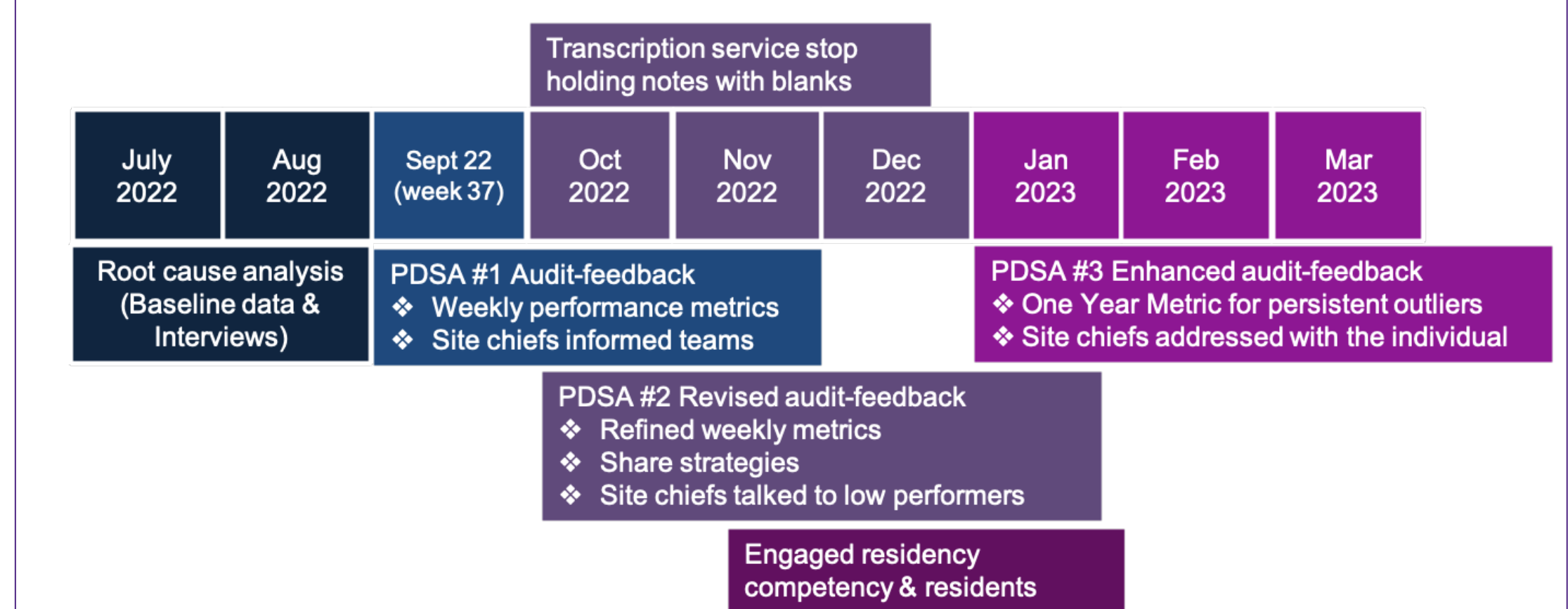
Three categories of root causes identified through interviewing 22 consultants who are responsible to sign off discharge summaries produced by trainees:



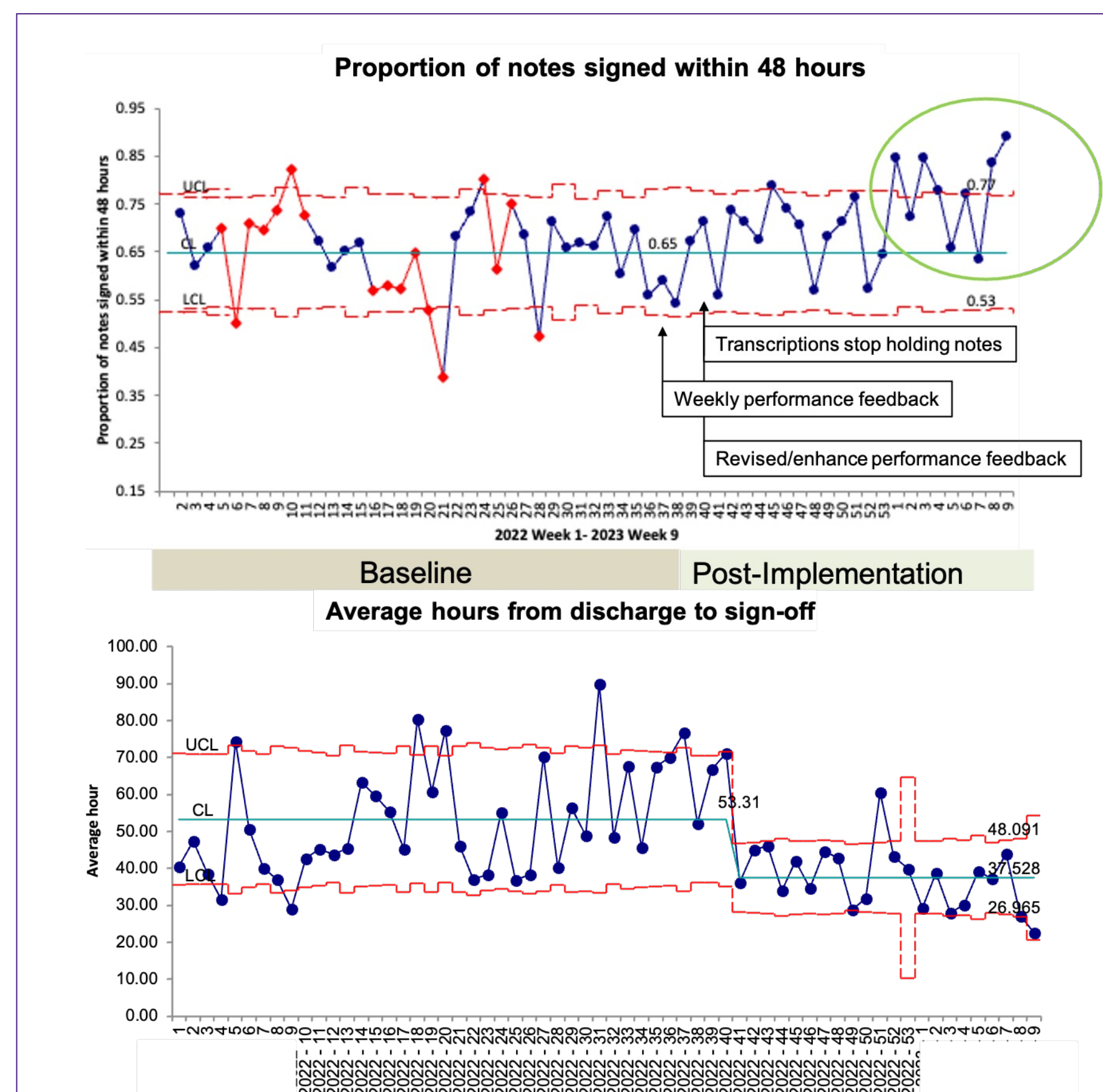
- Concise audit & feedback to individual consultant's level informs actionable interventions for leaders
- Exploring various ways to analyze and represent data throughout PDSA cycles helps to increase stakeholders' buy in



IMPLEMENTATION



MEASUREMENT & RESULTS



Please scan the QR code for more details such as process and balancing measures.

SUSTAINABILITY

Monitoring and response plan:

1. Monthly data and summary tables provided by Decision Support and Kaylee
2. Site chiefs take the accountability to address the performance with individual consultants if it drops below 65%.