

### Introduction

How do you implement IDEAL Discharge Planning?

Each part of IDEAL Discharge Planning has multiple components:

**Include** the patient and family as full partners in the discharge planning process.

**Discuss** with the patient and family five key areas to prevent problems at home.

**Educate** the patient and family in plain language about the patient's condition, the discharge process, and next steps throughout the hospital stay.

**Assess** how well doctors and nurses explain the diagnosis, condition, and next steps in the patient's care to the patient and family and use teach back.

**Listen** to and honor the patient's and family's goals, preferences, observations, and concerns.

This process will include at least one meeting to discuss concerns and questions with the patient, family of their choice, and [identify staff].

[http://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy4/Strat4\\_Tool\\_1\\_IDEAL\\_chk-1st\\_508.pdf](http://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy4/Strat4_Tool_1_IDEAL_chk-1st_508.pdf)

### I - Include

**Include the patient and family** as full partners in the discharge planning process:

- Always include the patient and family in team meetings about discharge. Remember that discharge is not a one-time event but a process that takes place throughout the hospital stay.
- Identify which family or friends will provide care at home and include them in conversations.

### D - Discuss

Discuss with the patient and family five key areas to prevent problems at home.

**1. Describe what life at home will be like.** Include the home environment, support needed, what the patient can or cannot eat, and activities to do or avoid.

**2. Review medications.** Use a reconciled medication list to discuss the purpose of each medicine, how much to take, how to take it, and potential side effects.

**3. Highlight warning signs and problems.** Identify warning signs or potential problems. Write down the name and contact information of someone to call if there is a problem.

#### 4. Explain test results

Explain test results to the patient and family. If test results are not available at discharge, let the patient and family know when they should get the results and identify who they should call if they have not gotten results by that date.

**5. Make followup appointments.** Offer to make followup appointments for the patient. Make sure that the patient and family know what followup is needed

### E - Educate

Educate the patient and family in plain language about the patient's condition, the discharge process, and next steps at every opportunity throughout the hospital stay. Getting all the information on the day of discharge can be overwhelming. Discharge planning should be an ongoing process throughout the stay, not a one-time event. You can:

- Elicit patient and family goals at admission and note progress toward those goals each day
- Involve the patient and family in bedside shift report or bedside rounds
- Share a written list of medicines every morning
- Go over medicines at each administration: What it is for, how much to take, how to take it, and side effects
- Encourage the patient and family to take part in care practices to support their competence and confidence in care giving at home

### A - Assess

Assess how well doctors and nurses explain the diagnosis, condition, and next steps in the patient's care to the patient and family and use teach back.

- Provide information to the patient and family in small chunks and repeat key pieces of information throughout the hospital stay
- Ask the patient and family to repeat what you said back to you in their own words to be sure that you explained things well

### L - Listen

Listen to and honor the patient and family's goals, preferences, observations, and concerns.

- Invite the patient and family to use the white board in their room to write questions or concerns
- Ask open-ended questions to elicit questions and concerns.
- Use Be Prepared to Go Home Checklist and Booklet to make sure the patient and family feel prepared to go home
- Schedule at least one meeting specific to discharge planning with the patient and family caregivers

## IDEAL Discharge Plan

The **IDEAL** Discharge Planning strategy highlights the key elements of engaging the patient and family in discharge planning :

**I**nclude the patient and family as full partners in the discharge planning process

**D**iscuss with the patient and family five key areas to prevent problems at home:

1. Describe what life at home will be like
2. Review medications
3. Highlight warning signs and problems
4. Explain test results
5. Make follow-up appointments

**E**ducate the patient and family in plain language about the patient's condition, the discharge process, and next steps at every opportunity throughout the hospital stay

**A**ssess how well doctors and nurses explain the diagnosis, condition, and next steps in the patient's care to the patient and family and use teach back.

**L**isten to and honor the patient and family's goals, preferences, observations, and concerns

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Published 30th November, 2016.  
Last updated 30th November, 2016.  
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