



Guided PIP Worksheet

Improving Patient Departures from Inpatient Rehabilitation

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Plan: Identify an area in your practice that needs improvement.

What is the problem you are trying to solve?

Literature indicates safety gaps exist when patients discharge from the hospital. Analyze with your care team and then describe the current method of discharging patients at your facility and the patient safety issues involved.

What data (objective measurements) do you have that supports this as a problem?

Identify whether there have been safety breaches related to discharges, and approximately how many have occurred (percentage of discharges) over the last 2-6 months. Or, start recording the number of incidents/close calls over the next 2-3 months.

What is your opportunity statement? State the goal you hope to achieve.

Review the baseline data and determine the causes of the safety breaches and incidents, then discuss what kind of process or tool you could put in place to address the issues. Decide how long it'll take to develop and implement the tool/process, and what kind of compliance you hope to achieve.

Example: "Within 2 months, we aim to develop and implement a departure checklist to be used in at least 60% of all departures."

What is the underlying cause of the performance/quality problem?

Gather and brainstorm with other physicians and staff on your unit/team. What's causing this issue? How did you determine the cause?

What Institute of Medicine (IOM) Quality Dimensions will be addressed by your project?

Patient Safety | Equitability in Care | Care Delivery Efficiency | Timeliness in Care | Care Delivery Effectiveness

Do: Describe the desired outcomes and the requirements needed to achieve them.

What change(s) did you implement?

You can implement just one change, or you can choose to do several at a time. If developing a checklist, you could implement it in various points of care. For example:

- Review at each team conference
- Case management distributes to team members 3 days prior to departure for family/patient review
- Nurse review on the day of departure to ensure completion; hold discharge until complete

Example: No, we did not meet our goal. After one month, review indicated the departure checklist is used in 55% of discharges. Team discussed the findings and cited implementation challenges that need more time. At 2 months, checklist utilization remained at 55%.

Study: Describe the measurements used to assess the success of the plan.

Did you achieve your goal or target reported in your opportunity statement? What data do you have to support your conclusion?

This is a simple yes or no, and cite the evidence. After the timeframe indicated in your opportunity statement, do a chart audit. (It's good practice to check-in at least midway through your project, too, to see whether adjustments need to be made.) Has the departure checklist been implemented? If so, how often is it being used? Does that meet the goal you set?

Act: Change(s) to your practice as a result of this project.

Will you continue with the changes you have implemented?

If you achieved your goal, describe how you will sustain your success, or how it led to new ideas. If you did not achieve your goal, how could you try again with new tactics? What will be your next process change to keep the improvement evolution going?

Example: The team came up with a few ideas for opportunities. Our next steps will include enforcing the discharge hold if the checklist isn't completed, and notification of a case management supervisor if the checklist still isn't complete 24 hours prior to discharge.