

NCCC DISCHARGE PROCESS IMPROVEMENT MAP

PHASE I - ADMISSION - 48 HRS

PHASE II - 1 MONTH PRIOR TO DISCHARGE

PHASE III - 1 WEEK PRIOR TO DISCHARGE

PHASE IV - DISCHARGE WITHIN 48 HOURS

ANTICIPATE DISCHARGE

EXPECT DISCHARGE

| Discharge task (What?) | Who performs it? | When should it be performed? | Where is it documented? | Discharge task (What?) | Who performs it? | When should it be performed? | Where is it documented? | Discharge task (What?) | Who performs it? | When should it be performed? | Where is it documented? | Discharge task (What?) | Who performs it? | When should it be performed? | Where is it documented? |
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| Initiate EPIC Hospital Course and Screening dot phrase | Provider | Within 72 hours of Admission/ Transfer | Hospital Course template | Initiate Phase II of discharge process - anticipate discharge within 1 month | Provider enters discharge orders- nursing completes | When anticipate discharge date can be determined/clear within 1 month | DC anticipate discharge order date / EPIC template for multi D rounds | Home feeding order | Provider | Anticipate discharge date | EPIC DC orderset | Initiate final Phase IV of discharge process- discharge within 48 hours | Provider | discharge pending | Board Rounds Whiteboard magnet |
| Initiate Phase I of discharge process | Provider | From admission orderset | EPIC orders | Initiate discharge orderset | Provider | When anticipate discharge date can be determined/clear within 1 month | EPIC discharge orderset | Recipe | Dietary | Anticipate discharge date | Recipe form/ DC feeding plan | WIC Rx for infant (Rx & cover letter) | Provider | Prepare day prior to discharge, provide to family day of discharge | Rx and cover letter handed to family |
| HCM Problem | Provider | Admission | Admission note & daily Progress note & Hospital Course DC | Circumcision | OB Provider to perform, family to consent and pay (if Medicaid) & place on OB board | When expected discharge date known/ decided within 1 week | OB consent form, receipt, OB Consult note | Initiate Phase III of discharge process (expected discharge date determined) | Provider | When expected discharge date known/ decided within 1 week | DC anticipate discharge order date / EPIC template for multi D rounds / BOARD ROUNDS (2 days prior) | Discharge EPIC note / orders for AVS | Provider | Prepare day prior to discharge, provide to family day of discharge | EPIC DC note template, DC navigator, sign hospital course note (first!), overviews updated, DC note pending |
| Discharge Problem | Provider | Admission | Admission note & daily Progress note & Hospital Course DC | Hearing Screen | Audiology / placed on white board by Provider | Off NC & ototoxic medications; schedule referral PRN & all repeat screen 9 months after DC | EPIC-Audiology note | Circumcision | OB Provider to perform, family to consent and pay (if Medicaid) | When expected discharge date known/ decided within 1 week | OB consent form, receipt, OB Consult note | Discharge Patient Order | Provider | Day of discharge by 1200 | EPIC DC orderset |
| CM/SW Consult Order | Provider | Admission | EPIC | Hernia screen/repair | Provider (+/- surgery consult) | When anticipated discharge date is within 1 month | OR note/physical exam | Demographics | Family & Admission office | 1 week prior to discharge | Admission office and discharge note, EPIC demographic information already present | Car seat challenge completed/passed | Nurse | Day of discharge | EPIC and DC Checklist |
| Intake Form / insurance addition / medicaid application / SSI & CAP-C | Case manager | Admission / antepartum | EPIC | Complex DC equipment order | Provider/CM | When anticipate discharge with equipment | EPIC discharge complex orderset | Name change | Case manager & Provider | 1 week prior to discharge (prior to home rx, WIC, appointments) | Demographics | Print EPIC Discharge Note and give to family (unless contraindicated) | Provider | Day of discharge | EPIC |
| Multi D Rounds | Nurse, provider, & CM (Care coordinator & CMH if applicable) | Admission & 1st Tuesday after admission | EPIC new template | Discuss Rooming in | Provider | During last month of hospitalization | Progress note | Home Rx | Provider write, family fill, RN teach administration | 1 week prior to discharge | Discharge navigator, medication reconciliation tab, E-script or print | Print AVS and give to family | Nurse | Day of discharge | EPIC and DC Checklist |
| Community Services | Provider /Janice | Admission | DC Template | Synagis PCP coordination | Provider | During last month of hospitalization | EPIC discharge problem/HCM | Appointments | Provider/Specialists | 1 week prior to discharge | DC template, DC orderset, Amb referral order if at UNC, if not UNC type in information | | | | |
| Family Meeting | Provider lead, nurse attends | PRN minimum monthly | EPIC template for family mtg or significant event note | Lactation consult | Lactation | 1 month prior | Lactation Consult Note | PCP appointment | Provider communicate with receiving PCP | Provider to discuss hospitalization with PCP 1 week prior, appt scheduled for 1-2 days after discharge | DC template, DC orderset, Amb referral order if at UNC, if not UNC type in information | | | | |
| Feeding consult +/- MBSS | Provider/ ST | Anticipate discharge date | EPIC order and bedside instructions | OT consult (developmental evaluation) | OT | Anticipate discharge date | EPIC consult note | Care by parent room | Caregivers | No later than 2 days prior to discharge | DC order set | | | | |
| Cardiac test (Complete or Exempt) | Nurse | 24 hours after admission | EPIC and DC Checklist | PT consult (home therapy education) | PT | Anticipate discharge date | EPIC consult note | Verify all neonatal screening/ immunizations and education (RN checklist) | Provider | No later than 2 days prior to discharge | DC order set, RN checklist | | | | |
| Newborn Screen (Obtain & document in DC navigator date obtained) | Nurse | 24 hours after admission | EPIC and DC Checklist | Circumcision pre-work: consent, payment, etc. | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | Verify all Case Manager / insurance / referrals/ outpatient services | Case manager & provider | Check back 1 week before DC | DC Summary / CM progress notes | | | | |
| ID PCP | Provider Nurse Family | Admission | EPIC | ID PCP | Provider Nurse Family | Admission | EPIC | Complex discharge teaching/checklist completed | Nurse | 1 week before discharge | EPIC and DC Checklist | | | | |

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| CPR and Choking-Video/verbal | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | Rooming in on unit (optional) | Nurse | 1 month to 48 hours before discharge | EPIC and DC Checklist |
| Bath Safety-verbal | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | Circumcision completed/verbal | OB Provider | 1 week before discharge | EPIC and DC Checklist |
| Bulb Syringe-Video/verbal | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | Illness prevention-verbal | Nurse | 1 week up to 48 hours prior to discharge | EPIC and DC Checklist |
| Car Seat Safety-Video/verbal | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | Prescriptions-verbal/demonstration | | | EPIC and DC Checklist |
| SIDS prevention/Safe Sleep-Video/verbal | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | Formula/breastmilk recipe-handout/verbal | | | EPIC and DC Checklist |
| Shaken Baby/Abusive Head Trauma-Video/Verbal | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | Car seat challenge completed/passed | | | EPIC and DC Checklist |
| Temperature Taking-Video/verbal | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | | | | |
| Educate about rooming in on unit | Nurse | When anticipated discharge date is within 1 month | EPIC and DC Checklist | | | | |
| Hearing screen completed | Nurse | All of above + off gent, vanc, and lasix | EPIC and DC Checklist | | | | |
| Car seat challenge completed/passed | Nurse | 1 week to 48 hours prior to discharge | EPIC and DC Checklist | | | | |