

Title: Evaluating the impact of a 15-minute one-to-one feedback session on the quality and content of discharge summaries & the intern learning experience.

Nicola Faichney BMBS & Emer Kelly MD

INMED 2018

Clinical Supervision: What Works, How and Why?

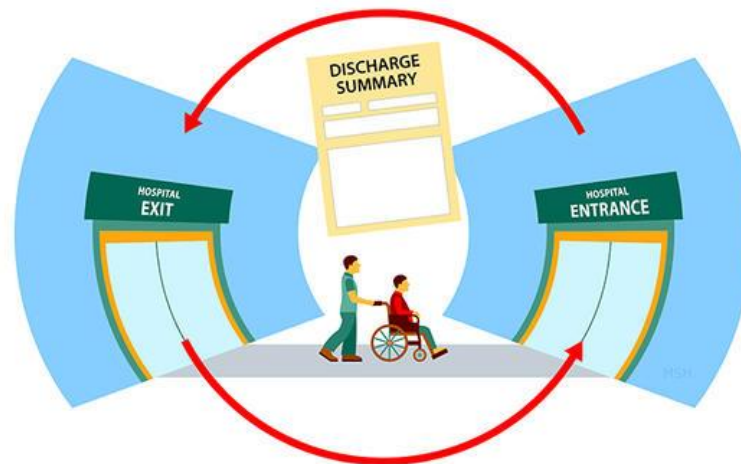


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UNIVERSITY HOSPITAL**
Elm Park

A **specific feedback** intervention

To allow interns to develop **skills & knowledge**

A **striking deficiency** in this area





Introduction



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Papers

Experience of medical senior house officers in preparing discharge summaries


IJME™ [Submit manuscript](#) | [Aims & scope](#) | [Archive](#)

International Journal of Medical Education

[Int J Med Educ.](#) 2014; 5: 125–131. PMCID: PMC4207187
 Published online 2014 Jul 5. doi: [10.5116/ijme.538b.3c2e](https://doi.org/10.5116/ijme.538b.3c2e)

What constitutes a high quality discharge summary? A comparison between the views of secondary and primary care doctors

[Rowan Yemm](#),^{✉1} [Debi Bhattacharya](#),¹ [David Wright](#),¹ and [Fiona Poland](#)²

Journal of Graduate Medical Education 

[J Grad Med Educ.](#) 2012 Mar; 4(1): 87–91. PMCID: PMC33125
 doi: [10.4300/JGME-D-10-00249.1](https://doi.org/10.4300/JGME-D-10-00249.1)

A Structured Workshop to Improve the Quality of Resident Discharge Summaries

(Frain et al 1996)
 (Yemm et al 2004)
 (Jaideep et al 2012)



“An assumption that without training every doctor can write a good discharge letter.”

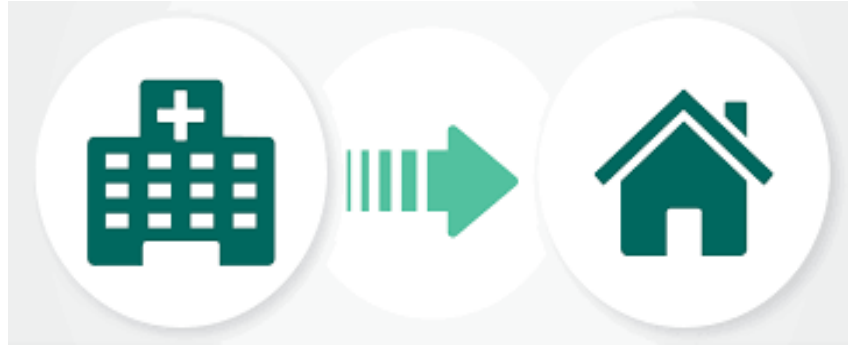
(Frain et al 1996)



Clinical Supervision: Why?



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A cornerstone of safe transition

(Perren et al 2009)



Adverse outcome on discharge

“A complete, accurate, and timely discharge summary can communicate important information back to the primary care physician, prevent adverse events, and reduce readmissions to hospital.”

(Walraven et al 2012)



Aims



In this study we aimed to investigate if...

Delivery of a 15 minute teaching session providing feedback on sample discharge summaries will:

- (A) Impact on the **quality** and **content** of discharge summaries
- (B) Provide a **learning experience** for the intern



Methods



Successfully obtained SVUH Ethics Committee Approval



Methods



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57 interns based in SVUH; consent obtained from 33 interns



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22 interns satisfied inclusion criteria



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11
interns
excluded





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3 month interval

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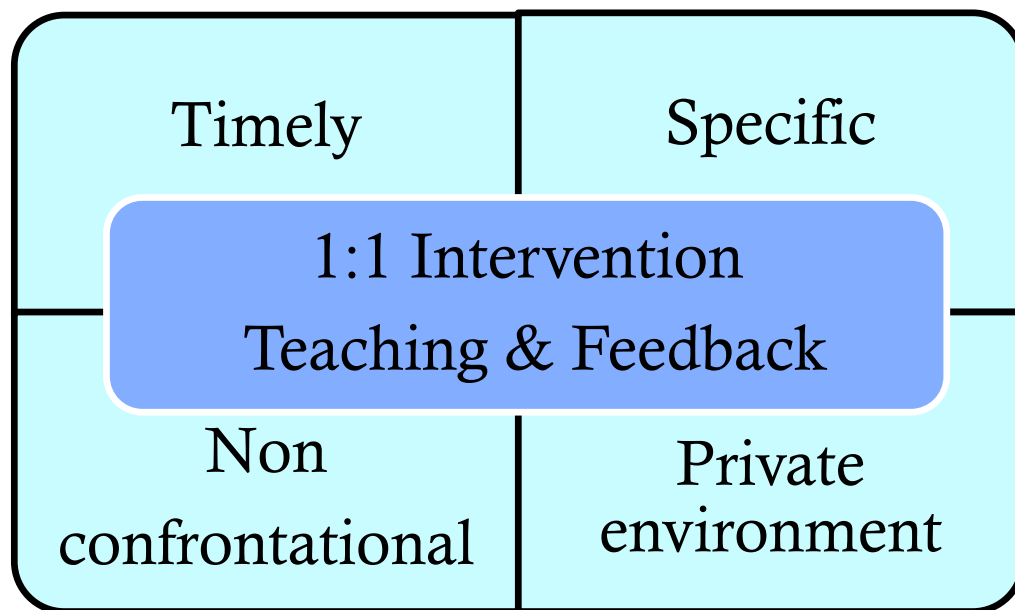
Pre- and post- intervention results compared

11 interns excluded

DISCHARGE SUMMARY GRADING SYSTEM

ESSENTIAL INFORMATION		POINTS
1.	Source of Referral & Method of Admission	/10
2.	Pertinent Clinical Information & Course of Treatment	/10
3.	Diagnosis / Working Diagnosis	/10
4.	Co-Morbidities	/10
5.	Relevant Investigations & Results	/10
6.	Operations / Procedures / Interventions	/10
7.	Functional Status & Discharge Circumstances	/10
8.	Medications on Discharge: <ul style="list-style-type: none"> · Generic Prescribing · Dosing and Frequency · Highlight if No Regular Medications on Discharge 	/10
9.	Medications on Discharge: <ul style="list-style-type: none"> · Highlight New / Discontinued Medications and Change of Dose & Indications for Same 	/10
10.	Follow up Actions for the GP, Patient and Carer [1]	/10
TOTAL		/100
OVERALL COMMENT Does this Discharge Summary demonstrate that the author has a clear understanding of the patient's admission and clinical course, and communicates that effectively?		Y / N

Methods



Introduction & study explanation

Highlight as an opportunity for learning

“How do you think you did with this summary?”

Emphasise positive aspects

Demonstrate opportunities for improvement

“Anything else you would like to discuss?”

Summarise and action plan

Anonymous questionnaire to be completed



ELM PARK, DUBLIN 4
DEPARTMENT OF MEDICINE

INTERN QUESTIONNAIRE SURVEY

DISCHARGE SUMMARY EDUCATION SESSION

PLEASE BE ADVISED THIS QUESTIONNAIRE IS ANONYMOUS.
PLEASE MARK AN 'X' IN THE BOX WHICH APPLIES TO YOU.

1. Did you think this teaching session would benefit you going forward?

No, not at all	Very little	Somewhat	To a great extent

2. Do you think discharge summaries are an important component of patient care?

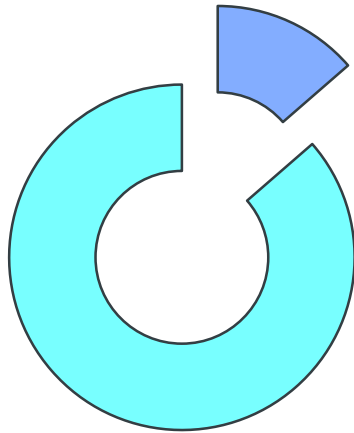
Disagree	Undecided	Agree	Strongly disagree

3. Will this change how you approach discharge summaries?

No, not at all	Very little	Somewhat	To a great extent

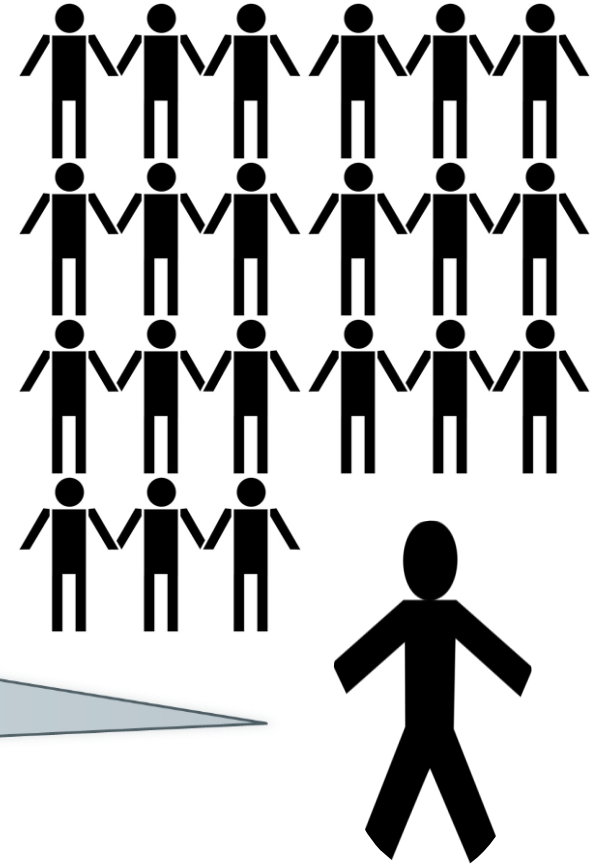
PLEASE RETURN THIS SURVEY IN THE INTERNAL POST WITH THE ENVELOPE
ATTACHED.

Have you received any formal education on discharge summaries?



■ Yes
■ No

Have you received any formal feedback on discharge summaries?



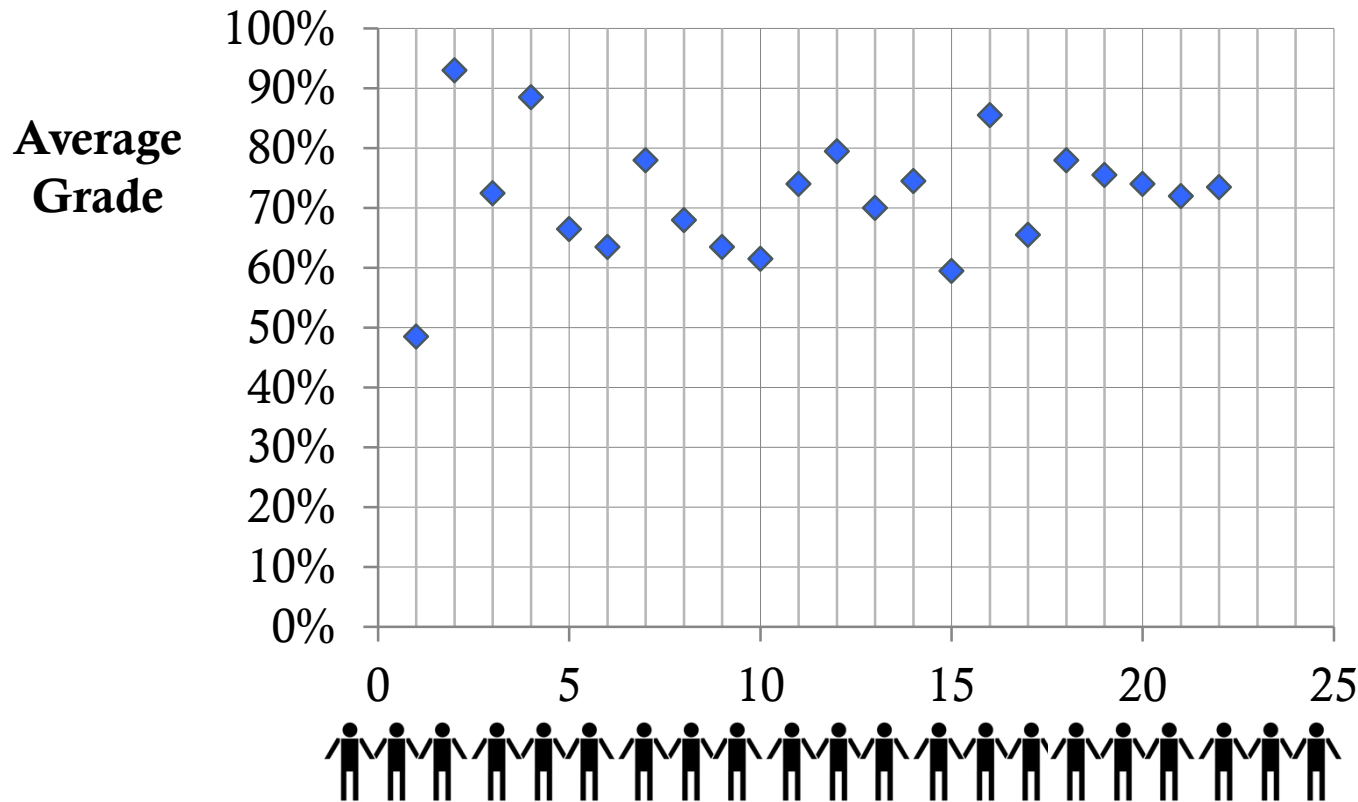
“Keep it brief”



Results



Pre-Intervention Average Score



Average Score
72%

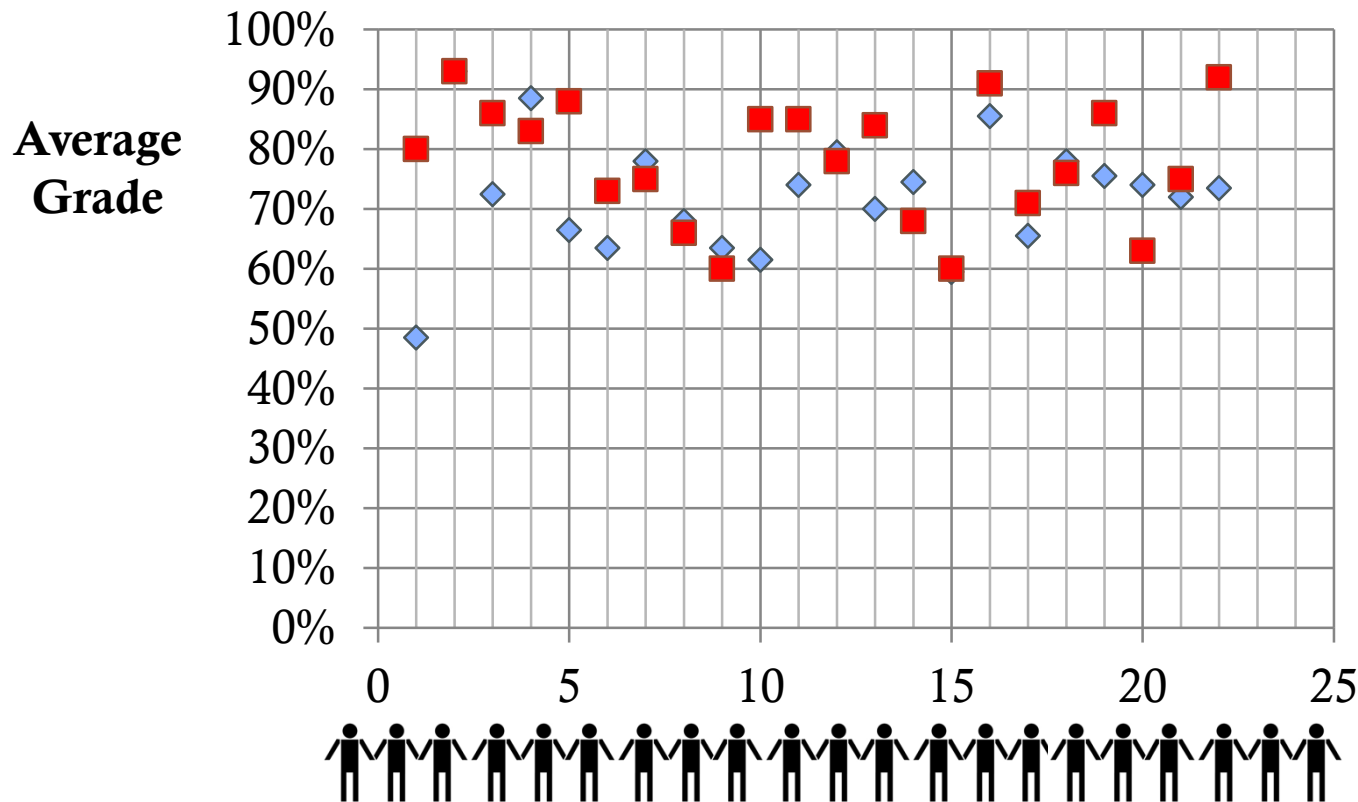
Interns 1-22



Results



Pre & Post Intervention Average Score



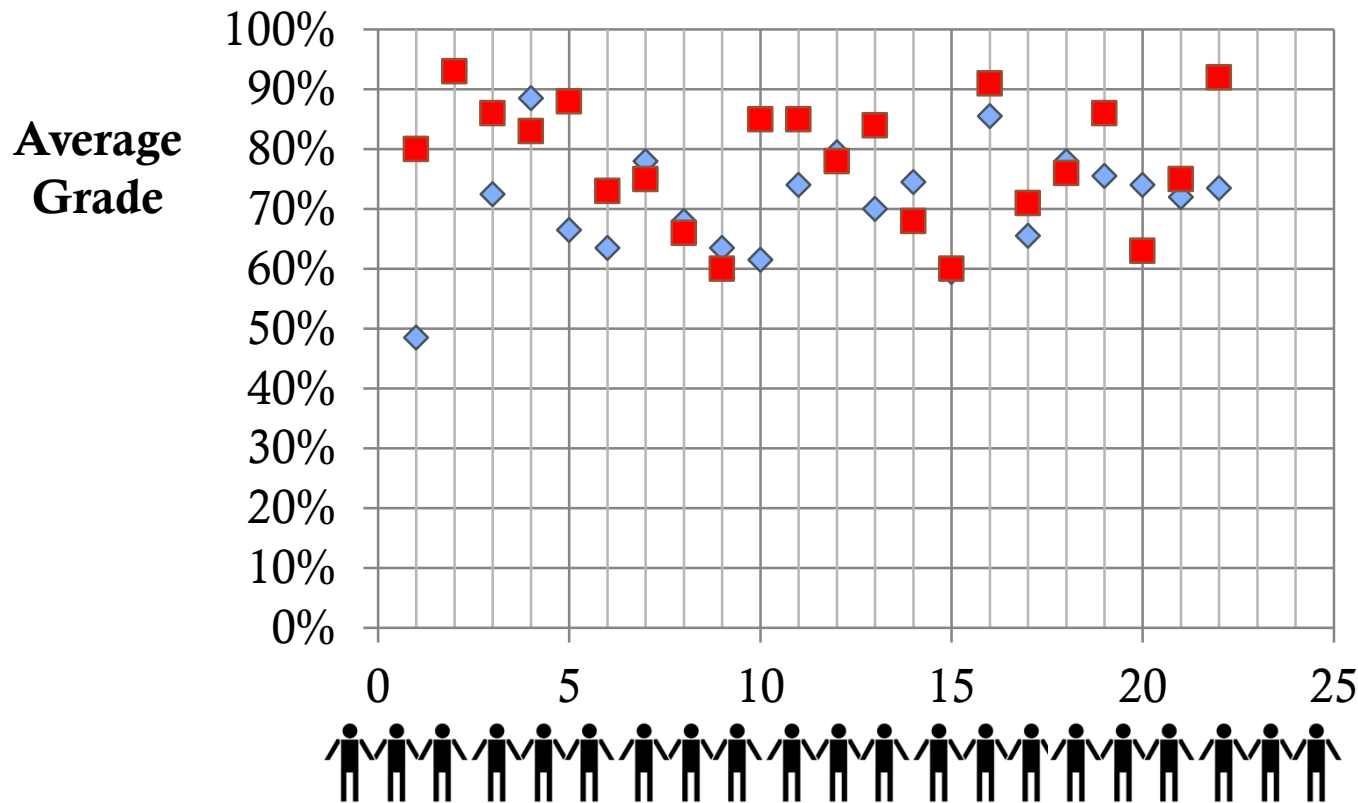
Average Score
72% to 78%



Results



Pre & Post Intervention Average Score



**Average Score
72% to 78%**

Interns 1-22

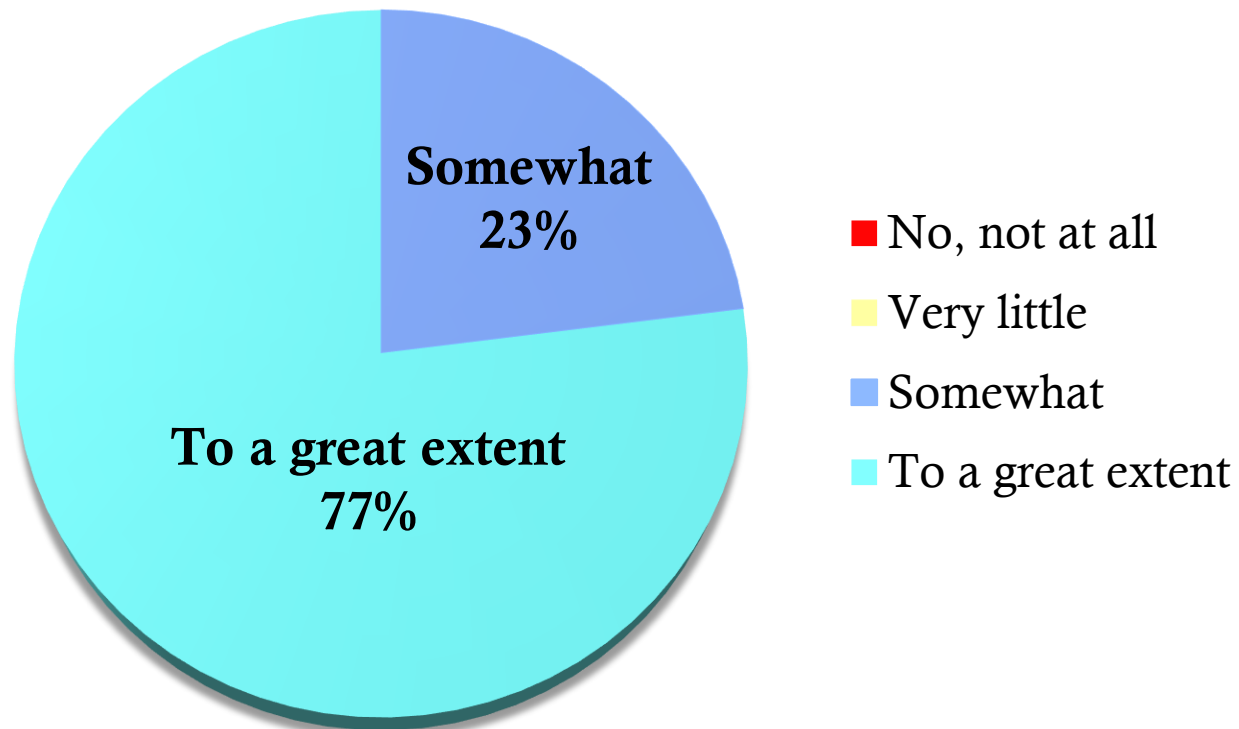
$p = 0.0238$



Evaluation Form



Do you think this teaching session will benefit you going forward?

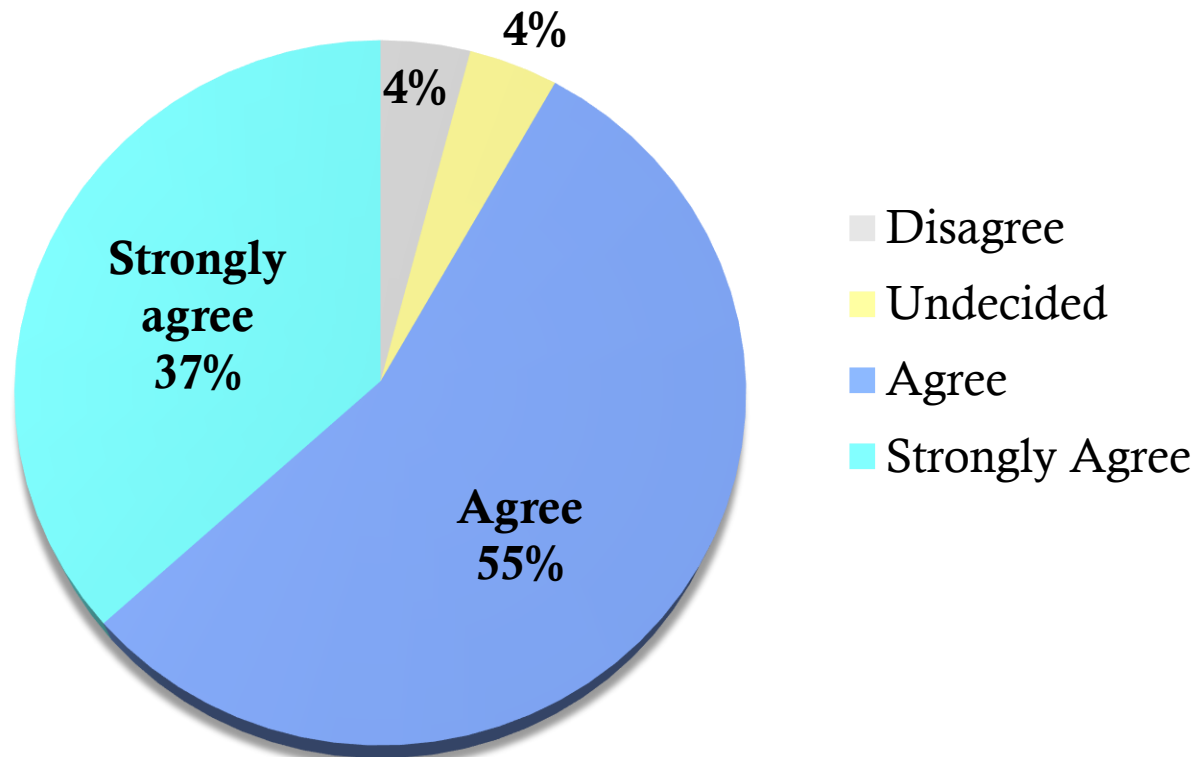




Evaluation Form



Do you think discharge summaries are an important component of patient care?

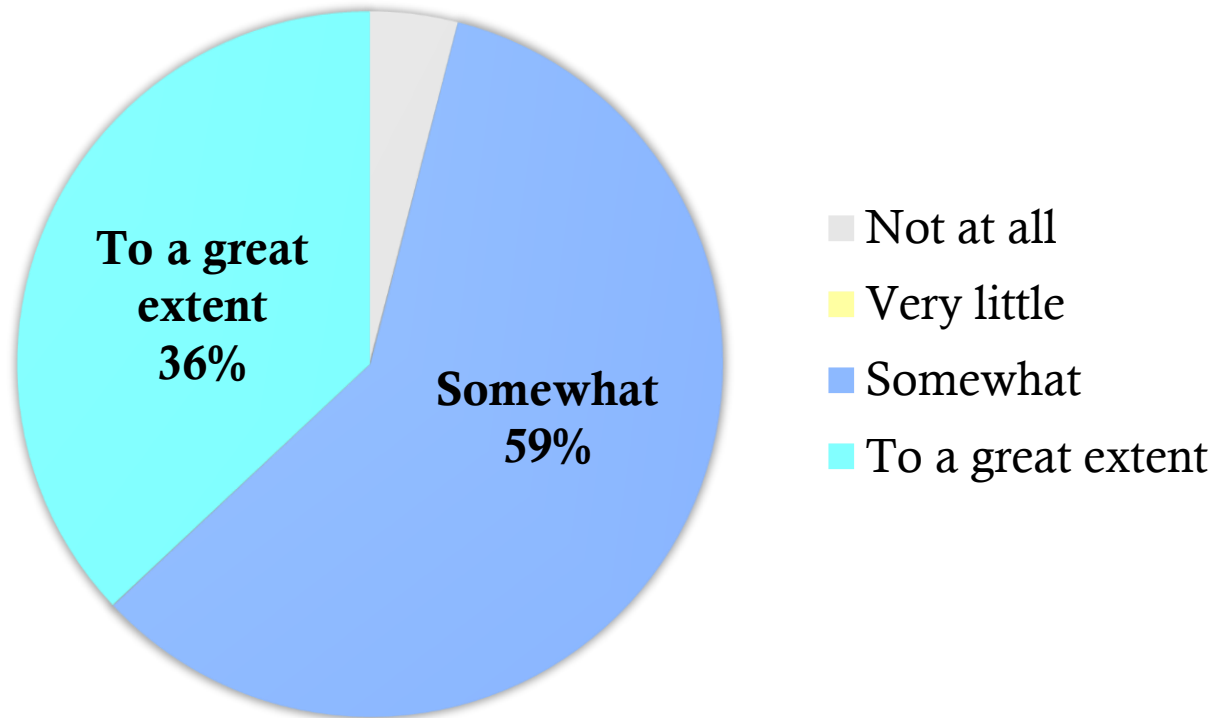




Evaluation Form



Will this change how you approach discharge summaries?





Clinical Supervision

What Works, How and Why?



100% felt it was a beneficial exercise...

23% 'somewhat' (n=5) and 77% & 'to a great extent' (n=5)

6% increase in grading, $p=0.0238$

13% (n=3) interns had received formal education **prior to** qualification

0% interns had **formal feedback** given on this important clinical task

Hospital discharge letters are a 'cause for concern'

By Gary Culliton 29th May 2013

Gary Culliton spoke with UCC's Dr Bridget Maher about her Crystal Clear award-winning entry, which uses a mobile app to improve the quality of hospital discharge letters.



L-R: Mr Brian Longstreet, MD, MSD; Louise Osbourne, Community Artist; Nicola Cassidy, Specialist in Poisons Information at the National Poison Information Centre, Beaumont Hospital; and Martina Osbourne, Childcare Specialist at Carlow VEC, are pictured celebrating their win at the Crystal Clear MSD Health Literacy Awards for the 'Say NO to Poison' campaign. Their unique and innovative project focused on delivering age-appropriate information to pre-school children to raise poison awareness and increase understanding by teaching them to always ask an adult if something is safe to eat, drink or touch.

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Hospital Discharge: One of the Most Dangerous Times for Patients

Jordan Rau
May 02, 2016

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Within two weeks of Joyce Oyler's discharge from the hospital, sores developed in her mouth and throat, and blood began seeping from her nose and bowels.

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...oyce Oyler's discharge from the hospital, sores on her face, chest and throat, and blood began seeping from her nose

To Your Health

Hospital discharge: It's one of the most dangerous periods for patients

By **Jordan Rau** April 29, 2016





Conclusion



Opportunity for **education & feedback** in this important clinical task

Easily rolled out by trainers

New electronic discharge summary template

A valuable intervention

A successful 15-minute one-to-one feedback session on the quality and content of discharge summaries & the intern learning experience.

Nicola Faichney BMBS & Emer Kelly MD

“Thank you, good to draw attention to skills which are never taught”

“Very helpful!”

“Very positive delivery”

“Excellent advice”

“Highlight some of my own deficits... with a sympathetic approach”

“Will definitely take one or two bits on board!”