“WARM HANDOFFS” AT ST. VINCENT’S HOSPITAL WESTCHESTER
Overview of Services

- “No wrong door” for dual diagnosis
  - Good psychiatric care in addiction treatment programs and good addiction treatment in psychiatric programs.

- 24/7 Evaluation and Referral Service
  - Offers same or next day appointments for patients discharged from area hospitals.
  - Patient can start immediately in partial hospital or intensive addiction treatment program.
Overview of Services

- 138 Inpatient Beds
- Full continuum of outpatient services:
  - Partial Hospital
  - Outpatient Mental Health Service
  - Outpatient Addiction Recovery Service
  - Personalized Recovery-Oriented Service
  - Case Management
  - Assertive Community Treatment Team
  - WestCARES, Residential Services

St. Vincent’s Hospital Westchester
A Division of Saint Joseph’s Medical Center
Improving Discharge Process

- Chartered multi-disciplinary Discharge Process Improvement Committee (2008).
  - Charged with improving the preparedness of our patients for discharge and improving aftercare follow-up.
Committee Recommendations

- Implement discharge checklist
- Educate nursing staff to ensure patients fill prescriptions before leaving hospital
- New process to store/return patient valuables
- Verify patient contact information
- Better access to patient education tools
- Ensure that discharge summary is sent to aftercare provider within 24 hours
- Organize discharge information given to patient
- Post-discharge phone calls

St. Vincent’s Hospital Westchester
A Division of Saint Joseph’s Medical Center
SVH - WESTCHESTER
DISCHARGE CHECKLIST

Patient Name: _______________________________________
Unit: _______________________________________________
MR#: _______________________________________________
Discharge Date/Time: ________________________________

Discharge Planner

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>N/A</th>
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- 1. Medication prescription is taken to the Pharmacy.
- 2. Medication taken to Pharmacist (Patient’s own) from admission is picked up from pharmacy.
- 3. Discharge instructions are explained to patient and/or family and placed in blue discharge folder.
- 4. Transportation arrangements are made.
- 5. Patient completed satisfaction survey.
- 6. Blue folder is given to patient containing all discharge information.

D/C Planner Signature ________________________________

Nursing

<table>
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<th>Yes</th>
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- 1. Discharge order is written.
- 2. Medication/Prescription is accurately checked and correlates with medication on discharge instruction sheet given to patient.
- 3. Medication/Prescription is given to and explained to patient.
- 4. Patient’s property is picked up from Cashier’s Office and all patient belongings, valuables and cash are returned to patient.
- 5. Patient’s property/belongings are removed and given to patient from belongings closet.
- 6. Signature of patient obtained on valuables sheet.
- 7. If applicable, “Suicide Prevention Special Discharge Instructions” sheet is reviewed with patient and placed in blue discharge folder.
- 8. (Adult Units) “Tips to Reduce Your Risk of Falls” sheet is reviewed with patient and placed in blue discharge folder.

RN Signature ______________________________________
Post-Discharge Follow-up Call Log

Print patient’s name: 

Patient’s phone number: 

Unit: 

Date of Discharge: 

Print your name: 

Your signature: 

**Call Status**
- Complete 
  - Date / Time: ____________/
- No answer 
  - Date / Time: ____________/

- Left message
- Patient / family refused
- Wrong number
- Disconnected

<table>
<thead>
<tr>
<th>Have you filled your prescriptions as ordered?</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you understand your medication instructions?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did you understand your discharge instructions?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you aware you have a follow-up appointment scheduled on (date and time) with (name of clinician)? It’s very important that you attend</td>
<td></td>
<td></td>
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<tr>
<td>Is there anything we could have done differently or better?</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Do you have any other questions or concerns?</td>
<td></td>
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Thank you for your time and for choosing St. Vincent's Hospital Westchester!

**Complications reported**
- Anxiety
- Agitation
- Constipation
- Depression
- Diarrhea
- Dizziness
- Drooling
- Dry Mouth
- Fever
- Headache
- Insomnia
- Nausea / vomiting
- Numbness
- Poor appetite
- Rash
- Restlessness
- Trouble swallowing
- Stiffness
- ________________
- ________________
- ________________

Additional comments: 

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________
Measuring Effectiveness of Discharge Improvements

- From Q1 to Q3 in 2012, 36% of patients filled prescriptions at discharge.
  - December 2012: 58% of patients
  - In January 2013: 57% of patients
Outpatient Clinic Restructuring

- Systems in place to support rapid access to services:
  - Centralized scheduling system
  - 1st appointment within 7 days of discharge
  - Clear productivity standards
  - Walk-in service for hard to engage referrals
  - On-call doctor to address immediate medication needs
Outpatient Clinic Restructuring

- 2012 Performance Improvement Project to improve “show” rates for patients referred to outpatient clinic

- Engagement protocols:
  - Appointment within 7 days of discharge
  - Welcome letter
  - Reminder calls 24 hours prior to first appointment
  - Outreach call for all no-shows
  - Referral to walk-in service if appropriate
  - Quarterly problem-solving meetings

St. Vincent’s Hospital Westchester
A Division of Saint Joseph’s Medical Center
Welcome Letter from the Director of OMHS

Dear Client and Family,

We are pleased that you have decided to continue treatment at St. Vincent’s Outpatient Mental Health Services (OMHS), and we will do our best to meet your needs. Although the inpatient staff may have already gone over some of this with you, here are a few things that will be helpful to keep in mind:

- **Two appointments** have been arranged for you:

  1. An **intake session** with one of our therapists. This appointment is what opens your case in the clinic and begins your treatment, so it is very important for you to attend. The intake therapist will talk about how you’ve been since discharge, and how we can best address your needs and goals.

  2. An **initial evaluation** with one of our psychiatrists. This gives us an in-depth understanding of your symptoms, diagnosis, as well as any important medical problems. It is also where you and your psychiatrist decide what medications would be helpful to continue or change.

- If you are worried you will **run out of medication** before your scheduled appointment with the psychiatrist, or have other urgent concerns about your medication, please see **side 2** of this letter.

- For **families**, with the client’s consent, you are invited to participate in the treatment process, and to work with the staff and your family member on how to best support his/her recovery efforts. If interested, either you or your family member can contact the therapist to explore how best to begin.

- Lastly, if you are unable to keep **either of these appointments**, we ask that you **notify us at least one business day in advance** so we can make these times available to other clients who need them. We’ll do our best to find an appointment that works for you, but keep in mind that our staff’s schedules are quite full, and alternate times — especially for the psychiatrists — may not be available until some time after the originally scheduled appointment.

  For problems making your **intake appointment**, please call 925-5366. For problems with the **psychiatrist appointment**, please call 925-5371 or 925-5256.

We look forward to working with you!

Sincerely,

Irwin Lubell, LCSW-R, Director,
Outpatient Mental Health Services
St. Vincent’s Hospital Westchester
Outpatient Clinic Restructuring

Performance Improvement project results:

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>YTD Avg</th>
<th>Hudson River YTD Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show rate within 7 days of discharge</td>
<td>41%</td>
<td>41%</td>
<td>49%</td>
<td>51%</td>
<td>45.5%</td>
<td>39.7%</td>
</tr>
<tr>
<td>Show rate within 30 days of discharge</td>
<td>58%</td>
<td>60%</td>
<td>63%</td>
<td>77%</td>
<td>64.5%</td>
<td>52.1%</td>
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