

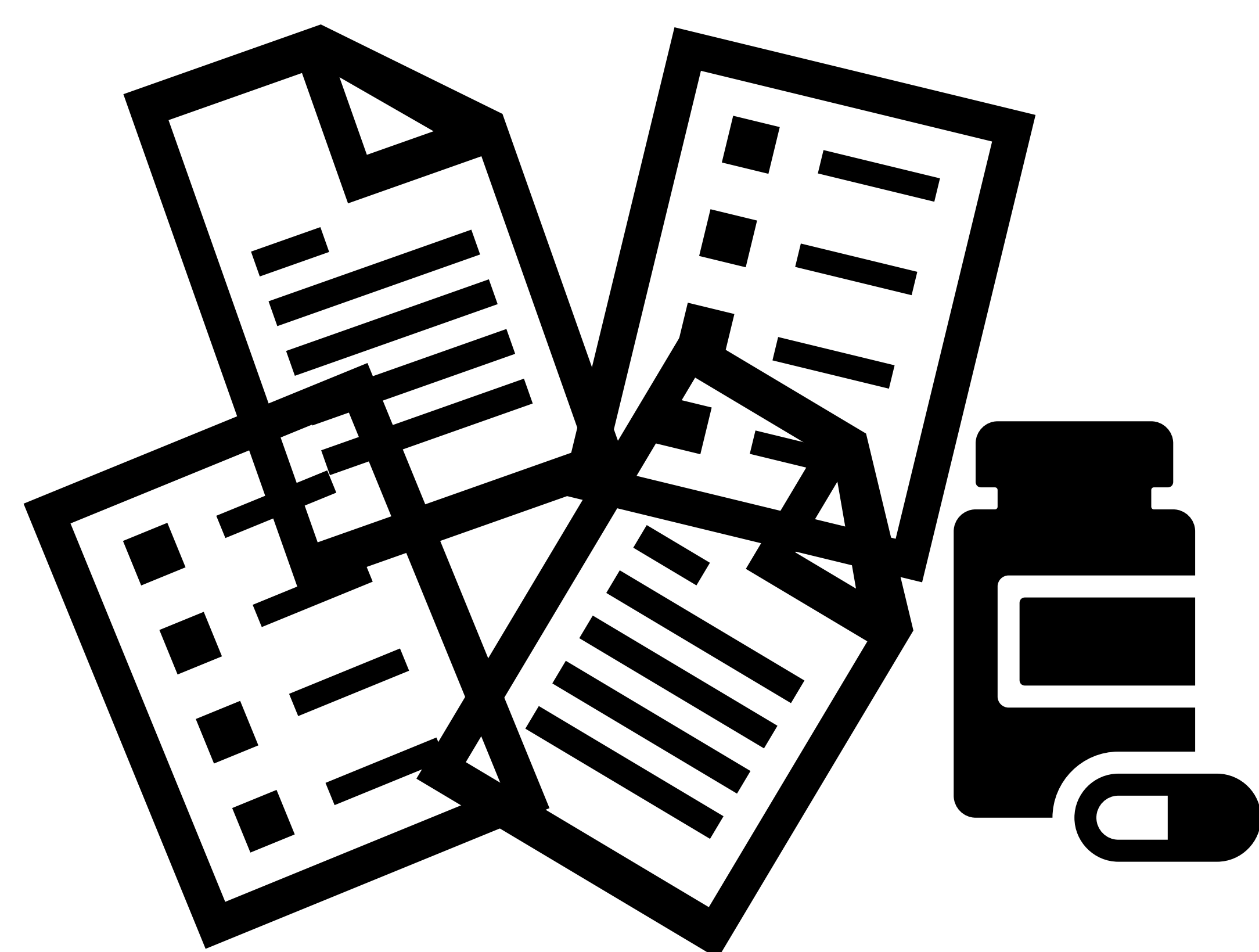
Patient Empowerment through After Visit Summary (AVS) Redesign: A Cutting-Edge Approach to Reducing Hospital Readmissions

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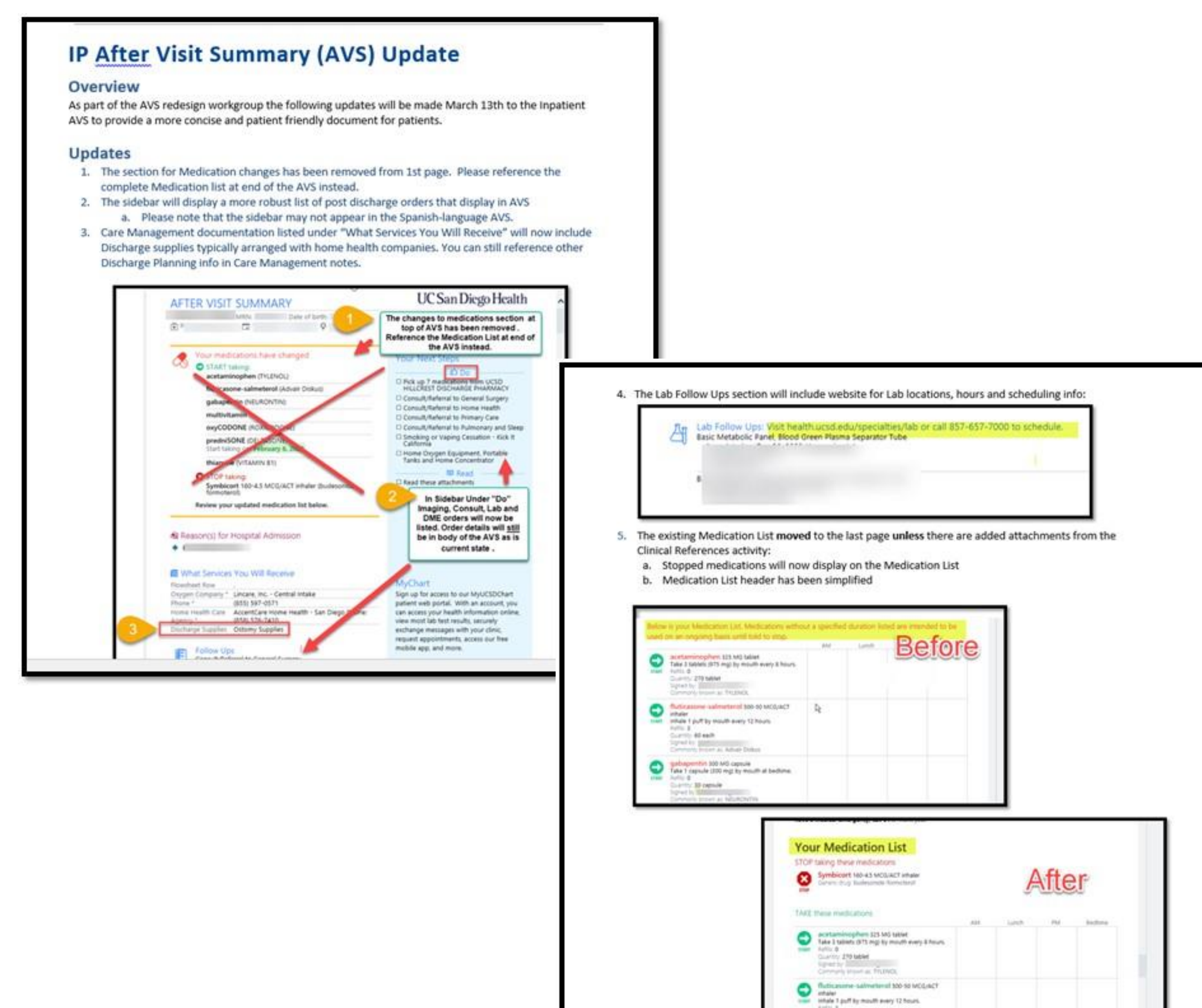
Background

- Hospital readmissions are a significant problem in the healthcare industry, contributing to increased costs, decreased quality-of-care, and patient dissatisfaction
- One potential solution to reduce readmissions is to improve the post-discharge process, including the use of the after visit summary (AVS) to help patients understand and follow their care plans
- Traditional inpatient AVS documents are often lengthy, confusing and lack patient-centered design, leading to poor patient comprehension and adherence
- In response, our team undertook a redesign of the inpatient AVS to create a more effective and patient-friendly tool with the ultimate goal of improving patient quality-of-care helping to reduce hospital readmissions



Description of the Project

- Kaizen (Lean Quality Improvement Workshop) Event Spring 2022 for AVS Redesign
 - Born of Readmissions 3P
- 5S to examine and evaluate current inpatient AVS content for multiple patient types
 - ➔ Structure: reorganized information by purpose
 - ➔ Empty Pages: removed
 - ➔ Headings: simplified
 - ➔ Pre-filled Content: translated into Spanish
 - ➔ Medication List: consolidated updated list and changes in one place



Lessons Learned

- **Patient involvement in the redesign process is crucial!**
- **Simplifying language and formatting of the AVS can improve patient comprehension and adherence to care plans**
- **Thoughtfully redesigned SmartText templates for service-line Discharge Instructions can decrease unclear, confusing, or redundant information**

Recommendations/Next Steps

Based on our in-process pilot for post-partum patients, we recommend redesigning the inpatient AVS SmartTexts to help decrease reliance on provider generated free text content which should help reduce readmission rates and increase patient satisfaction for the hospital across all service lines.

Though limited to the inpatient AVS at this time, the scope of the project remains quite large, and we anticipate ample requests for service-line specific content that will require time and effort to coordinate and build.

Ultimately, we need to provide a document that gives clear and concise instruction on all post-visit care, which is accessible and understandable for patients and caregivers.