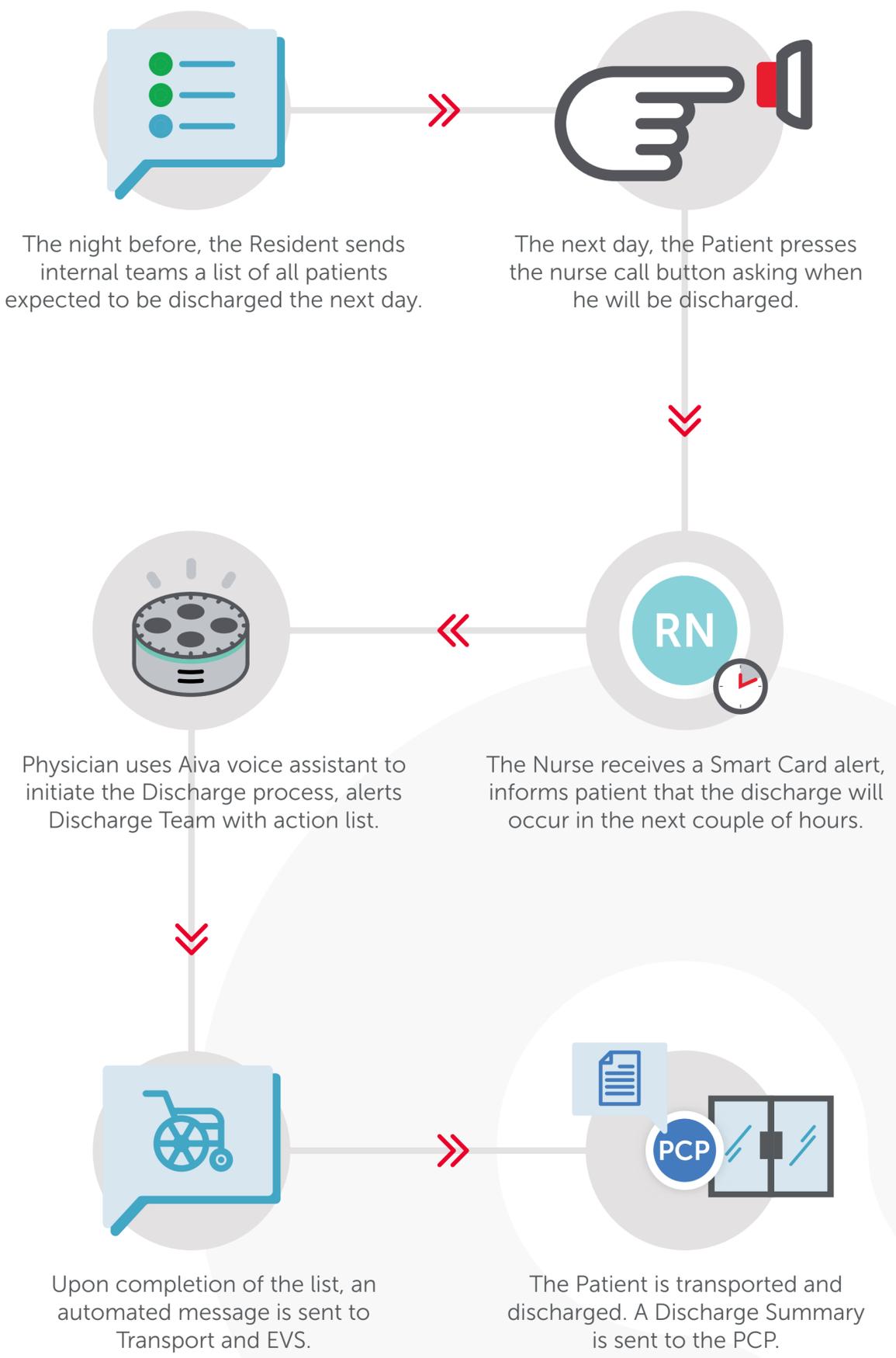Delays in patient discharges can have a ripple effect throughout a hospital. According to MedCity News, operating rooms saw underutilization of 45%, partly due to surgical delays or cancellations caused by a lack of available beds. Same for the ICU, causing 81% of transfer delays.[1]

30%

The percentage of hospitalized patients whose discharge is delayed; Nearly 1/3 of these are due to non-medical factors [2]

Here's how a secure communication solution can speed discharge response times for better patient outcomes.
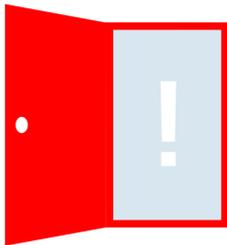
The night before, the Resident sends internal teams a list of all patients expected to be discharged the next day.

The next day, the Patient presses the nurse call button asking when he will be discharged.

Physician uses Aiva voice assistant to initiate the Discharge process, alerts Discharge Team with action list.

RN

The Nurse receives a Smart Card alert, informs patient that the discharge will occur in the next couple of hours.

Upon completion of the list, an automated message is sent to Transport and EVS.

PCP

The Patient is transported and discharged. A Discharge Summary is sent to the PCP.

Roles

RN Registered Nurse

PCP Primary Care Physician

Did you know?

The discharge summary reaches the primary care provider by the time of the first follow-up visit in only **12%** to **34%** of such visits, and even then often lacks key information.[3]

[1] Agrawal, Sanjeev. "Four reasons why OR block scheduling is finally getting overhauled." MedCity News, Sept. 22, 2016.
[2] Which Reasons Do Doctors, Nurses and Patients Have for Hospital Discharge? A Mixed Methods Study
[3] Kripalani S, LeFevre F, Phillips CO, Williams MV, Basaviah P, Baker DW. "Deficits in communication and information transfer between hospital-based and primary care physicians." 2007, JAMA.

Better Outcomes Achieved

Faster discharges & transfers
Share discharge and transfer details with the care team in real time.

Lower readmission rates
Patient, family, and PCP are clear on follow-up plan and appointment(s).

Higher patient satisfaction
Patients leave the hospital in a timely, organized way with clear instructions.

Care team collaboration
Better communication ensures discharge tasks are completed quickly.

Reduction in bed days
Faster discharges ensure fewer patients remain past the cutoff time.

Fewer medical errors
Task lists and team communication reduce risks of medication errors or other issues.