

FOLLOW-UP CARE INSTRUCTIONS

Cause Map

1 Problem

What	Problem(s)	Many patients don't understand follow-up care plans after leaving the hospital
When	Date	Ongoing
	Different, unusual, unique	?
Where	Facility, site	Medical facilities throughout US
	Task being performed	Follow-up care after hospital visits
Impact to the Goals		
	Patient Safety	Some patients not receiving appropriate follow-up care
	Patient Services	Patients unclear on what follow-up care is recommended

Study finds many patients don't understand their discharge instructions after leaving the hospital

Keeping patients as comfortable and safe as possible following hospitalization is difficult if they aren't receiving appropriate follow-up care after returning home. But a recent study "Readability of discharge summaries: with what level of information are we dismissing our patients?" found that many patients struggle to understand their follow-up care instructions after leaving the hospital.

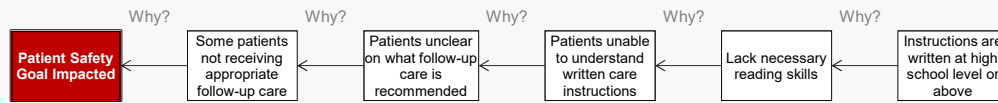
"Patient discharge notes are written at too advanced of an educational level. To ensure patient comprehension, dismissal notes should be rewritten to a 6th-grade level."

-Conclusion from the study "Readability of discharge summaries: with what level of information are we dismissing our patients?"

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

2 Analysis

Basic Level Cause Map - Starting with basic 5-why analysis. Ask 5 "why" questions to begin analysis.



CAUSE MAPPING

Problem Solving • Incident Investigation • Root Cause Analysis

Step 1 **Problem**

What's the Problem?

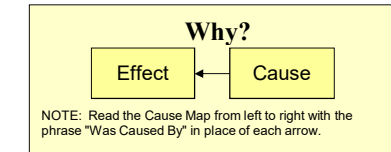
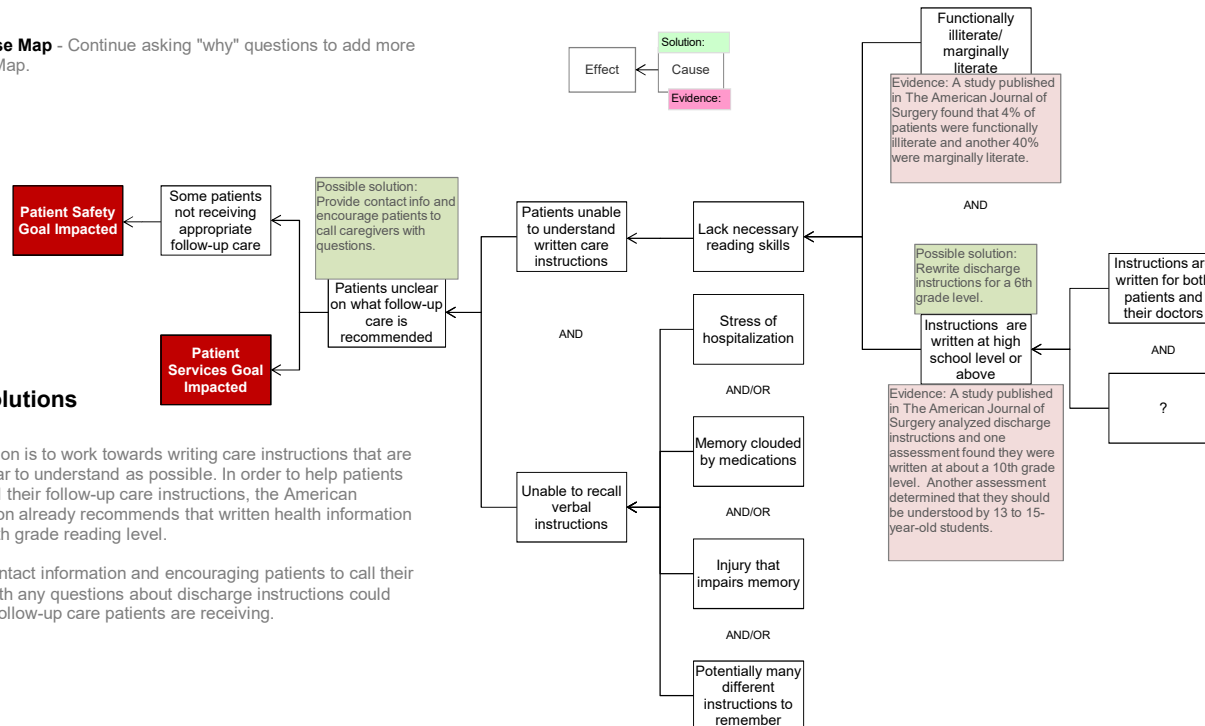
Step 2 **Analysis**

Why did it happen?

Step 3 **Solutions**

What will be done?

More Detailed Cause Map - Continue asking "why" questions to add more detail to the Cause Map.



3 Solutions

The obvious solution is to work towards writing care instructions that are as simple and clear to understand as possible. In order to help patients clearly understand their follow-up care instructions, the American Medical Association already recommends that written health information be written at a sixth grade reading level.

Providing clear contact information and encouraging patients to call their nurse or doctor with any questions about discharge instructions could also improve the follow-up care patients are receiving.

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

ThinkReliability

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