**OVERVIEW & BACKGROUND**

- Cedars-Sinai Medical Center is a not-for-profit teaching hospital with a large inpatient volume.
- The hospital administration initiated the POCR (Post Discharge Care) initiative during Fall 2014 to address gaps in the discharge process, particularly in discharge requirements and patient education.
- The primary goal of the POCR initiative is to enhance patient care and reduce length of stay.

**OBJECTIVES**

- Improve the discharge process to ensure patients are optimally prepared for discharge.
- Enhance patient safety and satisfaction by focusing on effective discharge planning.
- Reduce patient length of stay and associated costs.
- Improve communication between healthcare providers.

**THE NEW POCR PROCESS**

- **Pharmacist**
  - Performs a medication reconciliation.
  - Reviews medications to ensure all medications are provided to the patient.
  - Provides education to the patient and family.

- **Physician**
  - Provides a summary of the patient's hospital course.
  - Identifies any ongoing issues.
  - Provides a plan for ongoing care.

- **Case Manager**
  - Reviews the patient's medical record.
  - Identifies any ongoing issues.
  - Provides a plan for ongoing care.

- **Social Worker**
  - Reviews the patient's medical record.
  - Identifies any ongoing issues.
  - Provides a plan for ongoing care.

- **Physician Advocate**
  - Reviews the patient's medical record.
  - Identifies any ongoing issues.
  - Provides a plan for ongoing care.

**METHODS**

- Hospital-wide initiative involving hospital leadership, nurses, and other staff to improve the discharge process.
- Implementation of the POCR tool, which allows for real-time updates and enhances communication among healthcare providers.

**RESULTS**

- Reduced length of stay (LOS) from 4.2 days in January 2014 to 5.4 days in July 2014.
- Improved patient satisfaction scores.
- Enhanced communication and coordination among healthcare providers.

**CONCLUSION**

- Improved patient outcomes and hospital efficiency.
- Enhanced patient and family satisfaction.
- Reduced hospital costs.

*Image credits: Courtesy of Cedars-Sinai Medical Center,*

**FOCUSING PROGRESSION OF CARE ROUNDS TO ENHANCE PATIENT CARE AND REDUCE LENGTH OF STAY**

Sonia Chhina, RN, BSN, MBA, Jody Haddock, RN, BSN, ACM, Melissa Friedman, RN, BSN, CCM and Carol Brehler, RN, NEA-BC, FACHE

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**POCR EVALUATION**

**POCR EVALUATION SCORES**

- **POCR Evaluation Scores demonstrated a progressive improvement in LOS from December 2014 to December 2015.**
- **Initial results of POCR implementation were seen by Fall 2014 and remained below 5.6 days through the end of the study.**
- **A special thanks to Alein Chun PhD and his team for their support in providing data to document the progress of POCR.**

**IMPACT OF PHYSICIAN ADVOCATE ROLE ON POCR SCORES AND LOS**

- **Carts with a Physician Advocate showed improvement in POCR scores from 2.3 to 2.9.**

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**APPROACHES TO IMPROVEMENT**

- **An initial focus on EDD in the discharge rounds led to consistent improvements in LOS and quality of handoffs.**
- **Nursing and other care team members were tasked with following EDD, which resulted in consistent improvements.**
- **The Physicians collaborated closely to ensure the EDD was prominently displayed on the EHR banner.**

**APPROACH TO MEASUREMENT**

- **POCR Evaluation Scores demonstrated progressive improvement in LOS from December 2014 to June 2015.**
- **Hospital was able to identify specific areas for improvement.**
- **The hospital administration decided to focus on reducing LOS for specific diagnostic groups.**

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**OUTCOMES**

- **Positive Outcomes of POCR Process**
  - Enhanced communication among healthcare providers.
  - Improved patient satisfaction.
  - Decreased length of stay.

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**ASSOCIATE ATTENDANTS**

- **Physician attire**
  - Comfortable and professional.
  - Reflects the hospital's culture.
  - Encourages patient trust and confidence.

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