

SAMPLE NURSING FACILITY
DISCHARGE

 Name: **Jane Doe**
 Person Contacted: **John Doe**

— The resident's name is usually given so you can follow up with them individually.

Learn who referred the resident

Placement / Discharge Reason: We were told at the hospital that this was a great facility, I think the social worker's name was Mary. / She has completed her program and is back home now.

How often do/did you visit/contact? I went everyday.

Areas Appreciated:

It's a pretty nice place.

The nurses seem to do a good job. Susan was very caring.

— Recognize and reward staff members who are favorably mentioned in the interview

The PT was excellent. We really liked Bob.

Recommended Improvements:

The doctor told us that she'd have wound care also, and that did not happen. They are supposed to change her wound dressings.

The food was very bland and oftentimes it was late.

They should lock the doors at night.

I do feel that she may have been discharged too soon because she is not doing as well as we had hoped.

— Ratings are gathered for each question, but the most important part of the interview is all the commentary.

Ratings:	Clarifiers:
Overall Quality of Stay:	4 We did have a good experience there.
Nursing Care:	4 Sometimes she has a hard time getting a nurse to help her, but I guess they are busy.
Dining Service:	3 The dining area was too noisy so she ate in her room.
Quality of Food:	3 The food was bland and the meat was always tough.
Facility Cleanliness:	4
Individual Needs:	4
Laundry Service:	4 It was pretty good, but they did lose some of her clothes.
Communication from Facility:	4 They have communicated pretty well with me.
Response to Problems:	4
Treatment/Dignity/Respect:	5 That was very good.
Recommend Facility to Others:	4 I would tell everyone that it is a very good place but maybe they should not discharge to home too soon.
Recreational Activities:	5 She loved that they had so much to do.

Use positive feedback for your promotional materials

SAMPLE NURSING FACILITY

DISCHARGEName: **Jane Doe**Person Contacted: **John Doe**

Professional Therapy Services:	4	She really felt good about her therapy but she has regressed some now that she is back home.
--------------------------------	---	--

Admission Process:	2	That took way too long. There was too much paperwork.
--------------------	---	---

Overall Safety:	3	We felt like there were too many people in the facility during the night. They just seemed to be visiting the workers, this made my wife very uncomfortable.
-----------------	---	--

Adjustment to Home	2	She's not doing great at home. — Follow up with discharges who may need a Medicare return stay.
--------------------	---	---

What is valued most?**I value that they can give her the best care possible.**

Personalize the care plan for each patient by keeping what they value most in their medical chart.