

## ABSTRACT

### EVALUATION AND MODIFICATION OF A DISCHARGE COMMUNICATION PROCESS BETWEEN ACUTE AND PRIMARY CARE PROVIDERS

The purpose of this quality improvement project was to evaluate the discharge communication process between an acute and primary care setting and modify it if necessary. Evidence from an integrated literature review supported three best practices, 1) electronic discharge communication methods, 2) discharge communication on the day of discharge, and 3) using more than one method of discharge communication. Transition theory by Afaf Meleis and the Model for Improvement provided the theoretical frameworks. Plan-Do-Study-Act cycles were utilized to compare best practices with actual practice and then to modify the discharge communication process. The implications of this project have the potential to improve patient morbidity, mortality, reduce readmissions, and add to the body of evidence supporting the importance of timely and effective discharge communications between acute and primary care providers.

*Keywords: discharge communication, acute care, primary care, transition of care.*