

Evidently, today's healthcare environment is transitioning into a consumer-driven, competitive, and revenue-driven industry. As a result, healthcare establishments must now contend with their competitors to gain new patients and maintain their loyalty. With the presentation of Value-Based Purchasing (VBP), one of a few government guidelines commanded by the Patient Protection and Affordable Care Act, the Center for Medicare and Medicaid Services (CMS) utilizes Medicare supplier installment penalties and rewards to urge mother-baby organization to improve patient results. The purpose of this mother-baby educational discharge module capstone project is to explore the effect of an enhanced standardized discharge education model on patient satisfaction after three months following its implementation on a 24-bed postpartum unit. The discharge education sessions aimed to facilitate a more uniform, consistent approach for delivering discharge instructions to postpartum women 24 hours post-delivery.

Utilizing the Press-Ganey Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) monitoring tool, randomly, the nurses gave the survey to postpartum women. Out of 100 participants who agreed to participate in the study, 50 were randomized to the control group, and another 50 were randomized to treatment groups. The survey results indicated the trialed discharge educational session positively impacted patient satisfaction as evidenced by higher scores in the treatment group ($M = 87.90$, $SD = 4.455$) than control ($M = 75.72$, $SD = 2.703$). These findings suggested discharge education positively influences the satisfaction level of postpartum women and their health outcomes.

