

# SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

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## USING THE DISCHARGE BROCHURE TO EDUCATE YOUR PATIENTS

Transitions of care for patients between different healthcare settings can be challenging for patients and families as they become responsible for their own care coordination. Giving your patients discharge education can help mitigate readmissions.

To help you educate your patients, Highmark has created a Discharge Brochure in both [English](#) and [Spanish](#) for you to share with your patients.

### WHY DISCHARGE EDUCATION IS IMPORTANT

Studies have shown that early discharge preparation can significantly decrease hospital length of stay, readmission risk, and mortality risk. Discharge education should be provided the day a patient is hospitalized. You should review the information with them again when they are discharged to ensure they understand what actions they need to take.

Some factors that can make hospital discharges confusing for patients include:

- Discharge instructions differing between providers
- Instructions not being tailored to the patient's level of health literacy or current health status including:
  - Individual learning style
  - Social determinants
  - Health literacy needs
- Patients lacking the physical or emotional readiness to learn or understand discharge instructions
- Patient caregivers not consistently being involved with the educational and discharge planning efforts
- Patients may be confused about needed care, transportation, and how to schedule follow-up appointments
- Lack of follow-up appointment coordination prior to discharge

Ensure that your patients understand what their next steps are after discharge, how to complete those steps, and have a place to go with questions if necessary.

### ORDERING THE BROCHURE

To order the Discharge Brochure in either English or Spanish go to the **Provider Resource Center**, select **Education/Manuals**, click on **Educational Resources-Member and Provider** page, and select the **Online link** at the top of the page.

