



## Welcome!

One of the goals of Packard Children's Hospital is to better the patient and family experience by improving the discharge process.

As your team (Physicians, Nurses, Nurse Practitioners, Social workers, etc.), we are committed to providing you with the education and tools for a successful discharge and to safely care for your child at home.

We have several new ways we can work together, increasing the communication between us and providing more opportunities for education.

If you have any questions or concerns regarding discharge, please contact your nurse. We look forward to partnering with you in the care of your child.



## FAMILY *to* FAMILY

*Dear Families,*

*We are parents of children who receive care from Lucile Packard Children's Hospital. Through the years, we have learned about the importance of building partnerships with your health care team. At Packard Children's, you are encouraged to be an active and full member of your child's health care team.*

*This brochure was created in partnership with Packard staff to bring you information about Discharge from the hospital. We have included information that may help you know more about the process, and specific ways you can be involved in learning about the care your child will need after you leave the hospital.*

*From our family to yours,*

*The Parent Staff  
of Family Centered Care*



FAMILY  
CENTERED CARE  
AT PACKARD CHILDREN'S

family-centered care

FAMILY *to* FAMILY  
S E R I E S

## 3North, South & East Acute Care Units

### Discharge Information for Families



## Improving the Process of Getting Ready to Go Home

Lucile Packard  
Children's Hospital  
AT STANFORD





# families + packard = family-centered care

## A WORD ABOUT DISCHARGE

Walking out the front doors of the hospital is the last step in the discharge process designed to prepare for a child's care at home.

- ❖ Discharge is the hospital's word describing the activities the staff and families engage in when a patient is medically ready to leave the hospital.
- ❖ Discharge involves planning and preparing for a child's and family's needs when they leave the hospital.
- ❖ Discharge is a process that can take hours or days to complete.
- ❖ Discharge is sometimes complex because it involves making the necessary arrangements for medications, supplies, home health care, and teaching.
- ❖ Many people participate in the discharge process for each patient: doctors, nurses, nurse practitioners, home pharmacy nurses, case managers, social workers, and patients and families!
- ❖ Nurses and staff involve the patient and family in the planning for discharge by teaching you, answering your questions and supporting you on making some necessary arrangements.



## We Have 3 New Ways of Working Together to Prepare for Discharge from 3 North, South & East Acute Care Units...



### Why are we talking about Discharge during Admitting?

It may seem unusual to talk about discharge when you have just arrived at Packard Children's.

We include planning for discharge as part of the plan of care for your child while they are here. It is important to us to take every opportunity during your child's hospitalization to include you on the care team and teach you what you will need to know to confidently and safely care for your child at home.



1

### Preparing To Go Home Checklist

Every family will have some things they will need to learn about taking their child home. A copy of your Preparing to Go Home checklist is located in the folder you received when you were admitted. Teaching will be provided throughout your hospital stay. You and your medical team will review the checklist on a regular basis.

2

### Parent Hour

Parent Hour is a prescheduled time parents gather to learn about common topics related to your child's hospitalization, and discharge. The hour long meeting is lead by staff and experienced parents. We welcome you to attend often. You will receive an invitation each week as your child gets close to being discharged from the hospital. Ask your nurse or social worker for a schedule of topics.

3

### White Boards

A white board is located on the wall inside your child's room. The white boards are used as a tool of communication between you and the staff. We welcome you to write your questions, needs, and preferences on this board.