

PODS: Improving the Patient Experience of Transitions from Hospital

The Patient-Oriented Discharge Summary (PODS) was co-developed by patients, caregivers and health care providers to address common discharge challenges:



Patients may not understand medical terms



Patients may not be able to memorize verbal instructions



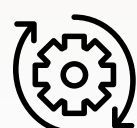
Patients are not always fluent in English



Patients may be too stressed at time of illness to absorb all information

As reported by Ontario's Avoidable Hospitalization Expert Panel

To ensure patients are at the centre of the discharge planning process:



PODS is completed jointly by provider and patient, supports the discharge discussion and goes home with the patient for easy reference.

PODS is spreading across Ontario

More than
80,000

patients have been discharged with the PODS tool

And over
1000

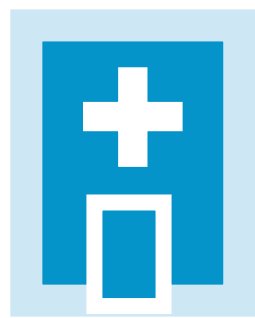
providers have been involved in completing and delivering a PODS

across



+46

Additional organizations through mentorships and communities of practice



PODS improves the discharge experience



Patient empowerment

93%

Patients reported understanding their medications upon discharge* (increase of 8%)

85%

Patients reported understanding what to do if concerned* (increase of 4%)

* Canadian Institute for Health Information (CIHI) Canadian Patient Experiences Survey – Inpatient Care questions



Patient and provider satisfaction

98%

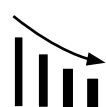
Patients

and

86%

Providers

found PODS useful and would recommend



Reducing re-admission rates

4%

Reduction in 30-day hospital re-admission rate during the period when PODS was implemented

It is an illustration of success that can be obtained by engaging patients and families in improving processes and care transitions by listening to their voice.
-Site Lead

Developed by University Health Network's OpenLab, PODS was supported through ARTIC, a partnership between [Health Quality Ontario](#) and the [Council of Academic Hospitals of Ontario](#) that accelerates the spread of proven health care across Ontario.

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