

UF Health St. Johns

Role of the Discharge Nurse

PACC Team Initiative

PRESENTERS

Charity Stewart, RN, BSN, RNC-OB
Nurse Manager, Maternal Child Services

Nicollette Pierce, RN, BSN
Post Partum Discharge Nurse

UF Health St. Johns



- UF Health St. Johns (formerly Flagler Health+) has a more than 130-year legacy of caring for the people of St. Johns County in NE Florida.
- This **335-bed** hospital has been named among America's 50 Best Hospitals out of nearly 4,500 nationwide.
- Named one of Soliant's Most Beautiful Hospitals in the US in 2023.
- The Maternal Child Service Line delivers 1,500 babies annually and comprises a Labor and Delivery Unit, Postpartum Unit, and Level 2 NICU.



What Has Worked For Us?

- Applying hospital-wide changes to facilitate PACC initiatives in the ER, IT charting changes, and getting OB onboard.
- Forming the Discharge Education Nurse Role as a budget-neutral FTE on the postpartum unit.



Nicollette Pierce, RN, BSN
Discharge Nurse



Nicolette Pierce, RN, BSN

- Became an RN at Sarasota Memorial Hospital in 2015. Spent two years on the General Surgical Unit and six years in the Postpartum Unit (Charge Nurse and Preceptor)
- Moved to St. Augustine for better resources for my children
- Started at UF Health Flagler Hospital in May 2023 as the Postpartum Discharge Nurse, working five days a week from 7 – 9 a.m. until 2 – 3 p.m.
- Main focus on Discharge Education
- Resource Nurse on Postpartum Unit
- Patient Rounding
- Chart Auditing
- Transition/Baby Nurse
- Antepartum Care
- Certified Breastfeeding Counselor (CBC)

Discharge Nurse Role



On admission, I introduce myself and help expectant mothers acclimate to their new room.

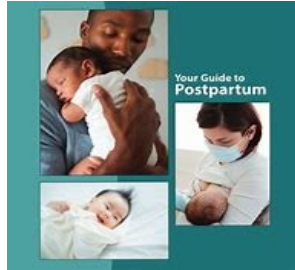
I answer their questions and tell them they will see me throughout their stay.

Discharge Nurse Role: Pre-Discharge



- Around 12-24 hours post-birth, the patient watches three educational videos: Postpartum Warning Signs, Safe Sleep for Newborns, and Shaken Baby Syndrome
- Breastfeeding videos and Infant CPR videos are downloaded as well
- We also discuss and help with setting up follow-up appointments for mom and baby at this time

Discharge Nurse Role: Day of Discharge



- Discuss the process of discharge.
- Review the discharge education booklet the patient receives on admission to Labor and Delivery.
- Encourage the support person to bring up the car seat.
- Print discharge paperwork.
- Myself or their primary nurse will have them sign their discharge paperwork.
- Vital signs completed within two hours of the patient leaving the room.

Post-Partum Discharge Checklist

-Post-Partum Discharge Checklist

Room- _____ Name- _____ -Items Needed: _____

Vag/C-S on _____ @ _____ Baby Girl/ Boy- _____ -Review Meds/ RX: _____

Hx: _____ -Signed DC Papers & Footprint Sheet: _____

Feeding Preference- _____ G _ P _____ -Remove Bands& Tag: _____ -

Wheelchair: _____

OB- _____ Ped- _____ Nurse- _____

-Birth Cert Done: ___ -IV out: ___ -Clamp removed: ___ Temp- ___ HR- ___ BP- ___ RR- ___ O2- ___
@ _____

-Baby tests: Infant Screen: ___ CCHD: ___ TcB: ___ Hearing: ___ *Document D/C Vital Signs (within 2
hours): ___

-Videos Viewed: ___ (Charted for NB: ___ Charted on Mom's Chart: ___) -V3 Done for Mom ___ & Baby ___

(Click 'OB ONLY-Post Partum Newborn Care Booklet' to add in Follow-Up Appointment with provider in 1-2 weeks for Mom & 1-2 days from Discharge Date for Baby. Also click 'verbal', 'video' and 'written' instructions were given. If Friday, please have them call to set up Pediatrician appointment)

-Mom Follow Up Appointment: _____

-Baby Follow Up Appointment: _____

D/C Order In for Mom: _____ Baby: _____

Assist with handoff from Discharge Nurse to Primary Nurse.

Note: Friendly reminders: so we get credit for all the positive changes we implemented towards the PACC initiative.

I recommend touching base with your ‘PACC initiative chart auditor’ to see where they are in checking the charts to verify that all the implementations you have made at your facility are credited in your favor.

Example: Discharge Vitals and Time Out of Room

This new role at UF Health Flagler Hospital has:

- Positively impacted employee morale.
- Added an extra pair of helping hands on the unit.
- Ensured timely discharges (complete pending tasks).
- Provided extra individualized education on postpartum and newborn care.

This new role at UF Health Flagler Hospital has:

- Improved patient satisfaction.
- Allowed patients to see a familiar face each day.
- Established trust, especially in caring for their newborn.
- Made patients feel comfortable asking questions.

Any Questions?