UCSF Medical Center’s Housestaff Incentive Program allows each department to designate a quality improvement objective. Housestaff champions are responsible for the design and execution of these projects. If the objective is met, then housestaff receive a monetary reward. This incentive project was conducted by the Hospital Medicine service for the 2013-2014 academic year.

1) Identified three core elements of a high-quality AVS
2) Housestaff education to raise awareness for the project included:
   - Monthly intern/resident orientation presentations
   - Instructional posters and signs in the resident workrooms
   - Progress updates by email twice a month
3) Collected team-specific data on the percentage of high-quality AVSes twice a month to provide real-time feedback

- To provide a high-quality AVS to at least 75% of patients discharged from the Hospital Medicine teaching service between July 2013 and June 2014.
- Required three core elements in every AVS: 1) Principal diagnosis and 2) Patient instructions and 3) Follow-up information

Results / Progress to Date

- A high-quality AVS was provided to 2,730 of 3,333 patients (82%) discharged from the Hospital Medicine teaching service between July 2013 and March 2014.
- We have achieved our goal of 75% for 8 out of 9 months to date.
- In October 2013, new APeX improvements were implemented to:
  - Alert providers when principal diagnosis is missing via the daily rounding view
  - Only allow nurses to print AVSes after a principal diagnosis is selected

Lessons Learned & Next Steps

- Medicine housestaff were highly receptive to efforts to enhance the discharge process
- Biweekly team-specific audit and feedback was critical to the success of the project
- System improvements (such as the APeX requirement for a principal diagnosis) are integral to project sustainability

Next steps:

- Survey of patients, ancillary staff, and outpatient providers to determine impact of this intervention and generate ideas for future improvement
- Elucidation of ongoing barriers to high-quality AVS completion
- Expansion of this project to include the Cardiology service, on which Medicine housestaff also rotate