Patients undergoing surgery through the Otolaryngology Service were receiving variable discharge instructions, dependent upon the resident completing the instructions.

Key information was often left off the instructions.

**Project Goals**

1. Create standardized Thyroidectomy and Parathyroidectomy discharge instruction forms for OHNS patients.
2. >85% of patients undergoing these procedures should receive standardized discharged instructions for ¾ quarters.

**Project Plan**

1. Standardized Discharge Instructions were developed for Thyroidectomy and Parathyroidectomy procedures.
2. Smart Phrases were created in Apex and shared within the OHNS Department.
3. Utilization of the instructions was tracked quarterly.

**Results / Progress to Date**

- Transitions Discharge Instructions
  - You just underwent a *Thyroidectomy* or *Parathyroidectomy*. Please refer to these discharge instructions for any necessary follow-up appointments.
  - Activity: You may resume your usual activities the day after surgery. You should avoid any heavy lifting or strenuous activity for a period of 10 days. You should avoid exertion that is equivalent to a gym workout.
  - Setting: You will require 14-18 hours after your operation. It is up to your judgment. You can expect some short-term pain, swelling, and discomfort, especially if you have a history of diabetes or obesity. You may experience some temporary difficulty with swallowing.
  - Please follow the instructions in your patient information booklet for a period of 10 days.
  - Transition Time: You should transition to regular solid food 4-6 hours after your operation. You should avoid very hot food. Please refer to your instructions and follow the advice of your doctor.

**Procedure Specific Standardized Discharge Instructions achieve the following:**
1. Variability of instructions among resident providers is eliminated.
2. Key discharge information is less likely to be excluded.
3. The discharge process is more uniform and efficient.

**Lessons Learned**

- Procedure Specific Standardized Discharge Instructions achieve the following:
  1. Variability of instructions among resident providers is eliminated.
  2. Key discharge information is less likely to be excluded.
  3. The discharge process is more uniform and efficient.

**Moving Forward**

With the success of our current project, the future goal is to develop and implement standardized discharge instructions across all common OHNS procedures.

The Otology Division has already created standardized discharge instructions for Stapedectomy, Tympanomastoidectomy, Cochlear Implantation and BAHA procedures.