

Additional evidence for quality-driven experience tactics

Below is additional evidence (key metrics, related data points, and cited resources) to make the quality and experience business case for the profiled tactics. Consider sharing with senior leadership and frontline providers to get buy-in for investment.

Select results to quantify the value of a flipped discharge model

Quality		
Metric	Data	Source
Time to full medication reconciliation	Decreased from 6 to 1.25 days	Penn Medicine
Home care visit acceptance rate	100% acceptance rate, compared to 15% refusal rate for traditional discharge patients	Penn Medicine
Average discharge time	Flipped discharge patients' average discharge time is 11 A.M.	Penn Medicine
Time to first home nursing visit	Decreased from 70 hours to 3.5 hours	Penn Medicine
Patient Experience		
Metric	Data	Source
Qualitative patient and family feedback	Patients and families give consistent positive feedback about their experience with flipped discharge	Penn Medicine
SNF placement avoidance	27% of patients avoided SNF placement due to availability of flipped discharge model	Penn Medicine



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