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Improving Family Beginnings.

To improve patient satisfaction with the discharge process, a dismissal checklist was created. The checklist outlined specific items to be completed for mother and baby. This outline improves patient understanding about the process, why items need to be completed, and what items are left to be completed before dismissal.

The Situational Leadership Theory was the foundation to work with staff in different units with different timeframes and policies. Utilizing a Transformational Process, staff input was solicited to complete the project.