



Accelerating Healthcare Improvement  
Accélérer l'amélioration des services de santé

# Co-designing the Care Experience with Patient and Family Advisors at Bruyère Continuing Care

***MUHC ISAI Conference***

***Partnering with patients to improve care: Essential skills and strategies***

***Montreal, Quebec***

***October 30, 2015***



# Context

## Aging population

- Older and more complex patients
- Chronic disease management
- Shorter length of stay

## Ontario Ministry's priority: Patients First

- Inform, Protect, Access, Connect

## Hidden potential from patients and their families

- Engage them in utilizing their experience into solution based discussions, focusing on quality improvement initiatives



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# Aim and Objectives

## Aim:

- To successfully partner with our patients and families and to use LEAN methods and tools to increase engagement, positive patient outcomes and satisfaction with the patient experience at transition points (admission, discharge and transfer) by December 31, 2015.

## Objectives:

- Engage with patients and families to capture stories around transitions
- Partner with patients and families to co-design Care Boards, Volunteer Admission Ambassador, Path to Home Passport and Refrigerator Magnet, Bruyère Always Practices, Patient and Family Advisory Committee
- Evaluate the effectiveness of our initiatives for sustainability



# Methods

## Invite interested patients and families

- Patients and families who had challenges with their experiences usually want to make things better for others

## Senior Leadership and CFHI Support

- Strong and dedicated project sponsor, CFHI supports and coaches, CFHI Core Team

## Co-design with areas that are most important to patients and their families

- Be specific about what you need from them

## Commitment

- Advisors are equal partners in designing new processes

## Sustainability

- Build initiatives into daily operations Example: Always Practices



# Results to-date

## Three Kaizen Events regarding transitions

- Admission
- Discharge
- Transfer

## Volunteer Admission Ambassador

- Welcome
- Tour of unit and hospital key areas
- Answer non-clinical Questions

# Results to-date

## Path to Home Passport and Refrigerator Magnet



The interior of the passport is divided into several sections:

- My Special Discharge Instructions:** A large white box for handwritten notes.
- Month:** A dropdown menu for selecting the current month.
- Calendar:** A grid for tracking appointments, with days of the week (Sunday to Saturday) as columns.
- Where to go for more information:** Fields for "My Community Pharmacy", "My Family Doctor", and "My Caregiver".
- Important Numbers:** Three rows for "1. Important Number", "2. Important Number", and "3. Important Number".
- CCAC CSCC:** A logo for the CCAC CSCC (Canadian Council on Aging Care / Centre de services communautaires).
- My CCAC Care Coordinator / Case Manager is:** A field for the name of the care coordinator.
- CCAC Reminders:** A field for reminders.
- Appointments I have to go to:** A section with two rows for "Go see" and "Location", each with fields for "for" and "on".
- How I might feel and what to do:** A field for "I might feel ..... What to do".
- Call you family Doctor if:** A field for the name of the family doctor.

The Bruyère logo and website "bruyere.org" are at the bottom.



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# Results to-date

## Always Practices

- Hourly rounding
- Bedside handover
- Priority huddles and lists
- Care boards

**My Care Board**  
Transforming the Patient Care Experience at the Bedside

Hello, my name is...

Day and date \_\_\_\_\_ Room no. \_\_\_\_\_

My 3 priorities regarding my care

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_

My discharge destination \_\_\_\_\_ My anticipated discharge date \_\_\_\_\_

Pain scale

0 1 2 3 4 5 6 7 8 9 10

NO PAIN MILD PAIN MODERATE PAIN MODERATE PAIN SEVERE PAIN WORST PAIN POSSIBLE

Today's plan and appointments

My doctor \_\_\_\_\_

My nurses  Day  Evening  Night

My doctor visits on:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<input type="checkbox"/> Morning	<input type="checkbox"/> Morning	<input type="checkbox"/> Morning	<input type="checkbox"/> Morning	<input type="checkbox"/> Morning
<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon	<input type="checkbox"/> Afternoon

My clinical manager \_\_\_\_\_ My social worker \_\_\_\_\_

bruyere.org **Bruyère**



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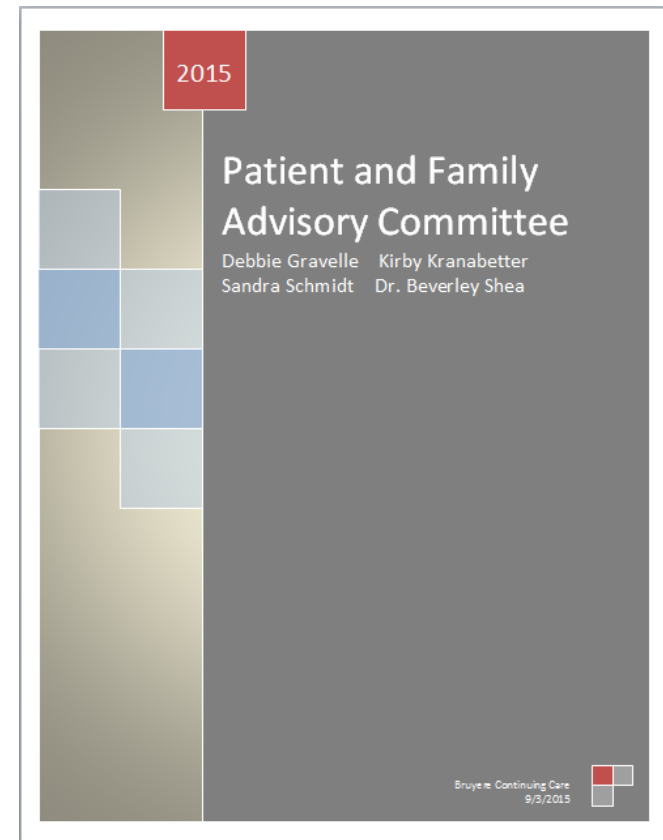
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# Results to-date

## Patient and Family Advisory Committee

- Terms of references
- Introductory meeting
- Meet every quarter







## Developing true partnerships: Are patients a “Guest” or “Partner” at the table?

- Provide a welcoming and accepting environment
- Build an open, honest and transparent relationship
- Learn from their experiences, knowledge and expertise
- Act on their suggestions, acknowledge and show tangible results (programs, initiatives, outcomes...)
- Work together through the design to implementation process to demonstrate progress
- Move from an organization generated agenda to a joint agenda
- Provide learning opportunities together Example: Health literacy considerations



# Contact

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