ROADMAP...Setting the Course for Patient and Family Involvement in Their Plan of Care (Poster)

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ROADMAP...Setting the Course for Patient and Family Involvement in Their Plan of Care

Lehigh Valley Health Network, Allentown, Pennsylvania

Pre-Project Current State
- Patient Perceptions
  - Not being informed
  - Inconsistent communication to patient and family regarding plan of care
- Opportunity to improve patient satisfaction scores for ‘discharge preparation’ and ‘communication of information’
- Prototype document that was awarded Magnet Prize™ - Abington Memorial Hospital Daily CARE Plan

Methods
Project Team Members
- Chief Nursing Officer (CNO) - Sponsor
- Nursing Informatics Manager – Co-leader
- Staff Development Specialist – Co-leader
- Interprofessional stakeholders, including direct care nurses

Content Development
- Gemba
- Japanese term for ‘actual place,’ the setting where work takes place
- Gemba Walks
- Interviews of patients, families and caregivers throughout hospital
- Patient and Family Advisory Council
- Patient Centered Experience Implementation Team

Decision Points
- Paper or electronic report???
- Vendor selection

Final Product
- Printed daily, prior to bedside shift report
- Explained at time of admission
- CNO as sponsor helped remove barriers
- Identification as a Network priority project prompted support
- Continuous reinforcement of standard work and staff accountability was necessary
- Going to the gemba was critical to success

References:

PROJECT GOAL:
Design an electronic daily plan of care that incorporates standard work

CONCEPTUAL FRAMEWORK:
Patient Centered Care, as defined by the Picker Institute

Implementation and Outcomes
- Piloted on 30 bed med-surg unit
  - Pre- and post-implementation RN surveys on pilot unit
  - Patient Satisfaction Scores
    - Extent felt ready for discharge
    - Information to family regarding tests and treatment
  - Expanded to all med-surg and step-down units
  - Qualitative comments from patients and families – consistently and unanimously enthusiastic!

Lessons Learned
- Identification as a Network priority project prompted support
- CNO as sponsor helped remove barriers
- Continuous reinforcement of standard work and staff accountability was necessary
- Going to the gemba was critical to success

Implementing and Outcomes

Final Product

References: