

# Bruyère Continuing Care Transforming the Patient Care Experience

*Enhancing Lives*

*Transforming Care*

## *RGAC Champlain SFH and Rehabilitation Network of Champlain Symposium*

**170** ANS  
YEARS  
1845 - 2015  
de soins compatissants  
of compassionate care

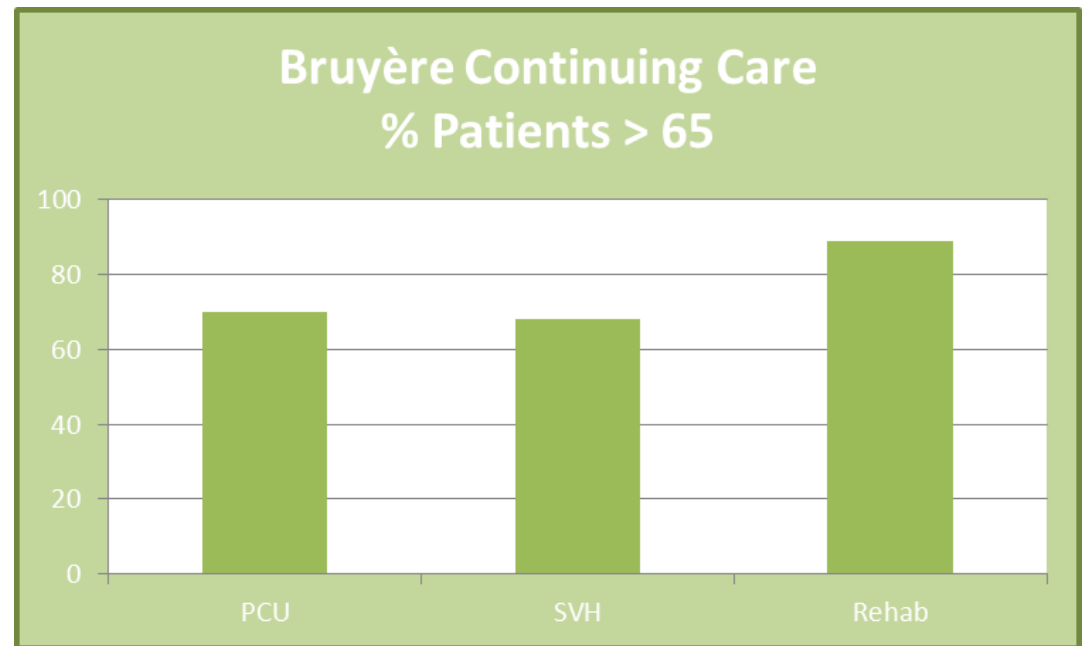
***Sandra Schmidt***

***Project Lead***

***Transforming the Patient Care Experience***

# Senior Friendly Initiatives at Bruyère

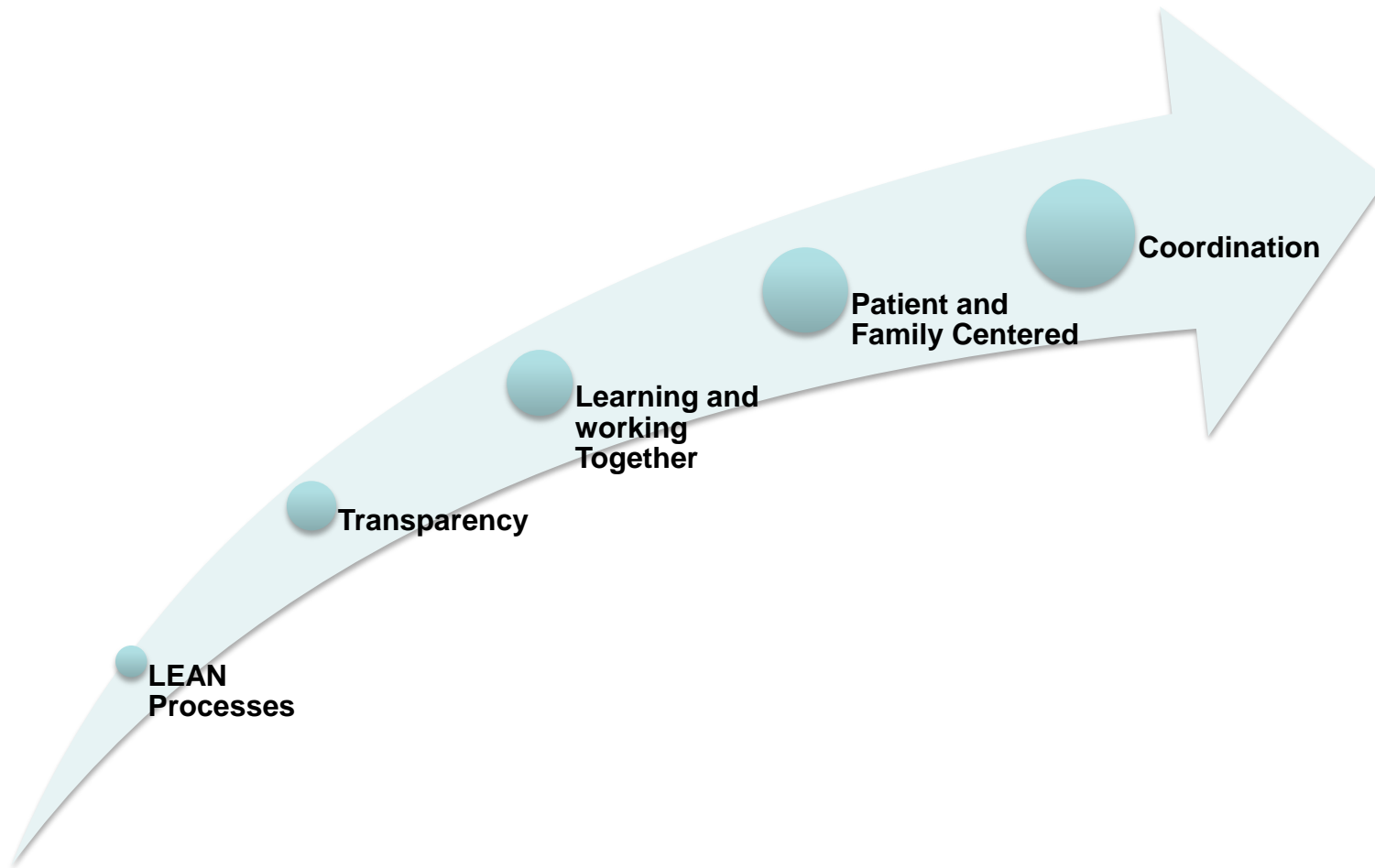
- Our overall goal is to increase satisfaction with our patients and families care experience
- We actively partner with our patients and families and consider their individual needs
- Our greatest number of patients are over the age of 65



# Engaging, Partnering and Learning Together



# Transforming the Patient Care Experience at the Bedside and at Transitions

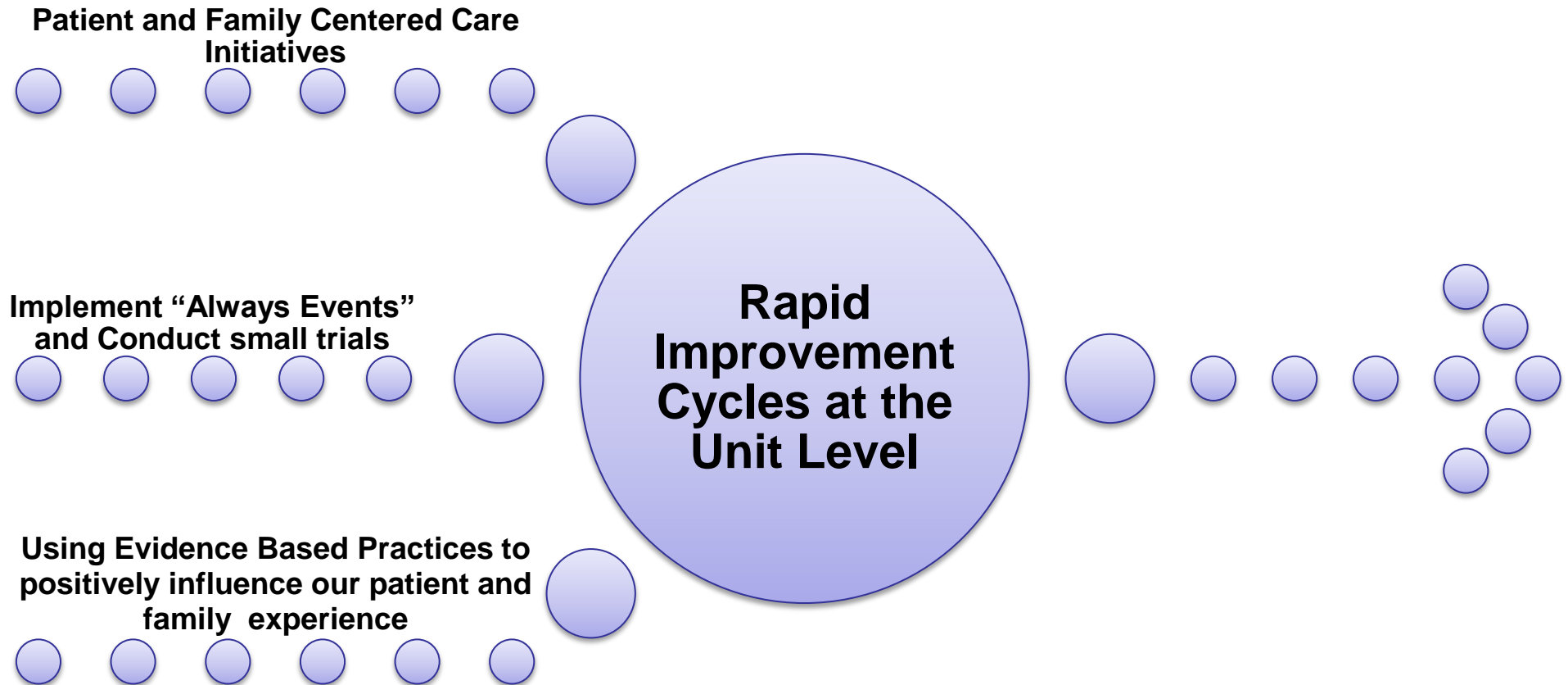


# “Always Events” (Behaviors, Actions or Practices)

- Clear action oriented pervasive practices , actions or sets of behaviors that provide a foundation for partnering actions that ensure an optimal patient experience with improved outcomes.
- Important and Significant to Patients and Families
  - Evidence Based
  - Measureable
  - Sustainable
  - Developed in Partnership
  - Communicated



# Transforming the Patient Care Experience... Leveraging our Unit Quality Teams – Always!



# Our Kaizen Events

- Kaizen = Improvement for the Better
- Partnership with CFHI to Transform the Patient Care Experience at Transitions
- We are developing “Always Events” to improve the Patient and family Experience at Admissions, Discharges, Transfers



**Hearing Patient and Family  
Stories**














# Nursing “Always Events” – Always!

- All Nurses will introduce themselves at the start of the shift
- All Nurses will update the patient’s care boards with their name, the day and date, appointments and goals for the day
- All communication will be respectful and will allow time for patients and families to ask questions
- All Nurses will “check in” with their patients hourly





# Care Boards Updated – Always!

<b>Mon tableau de soins</b> Transformer l'expérience des soins aux patients à leur chevet		<b>My Care Board</b> Transforming the Patient Care Experience at the Bedside		
 <b>Jour présent et date</b> <i>Today's Day and Date</i>	<b>N° de chambre</b> <i>Room No.:</i>	<input type="text"/>		
 <b>Mon médecin</b> <i>My Doctor</i>	 <b>S'il vous plaît, appelez-moi...</b> <i>Please Call Me...</i>			
 <b>Mes infirmières</b> <i>My Nurses</i>	<input type="checkbox"/> <b>Jour</b> <i>Day</i>	<input type="checkbox"/> <b>Soir</b> <i>Evening</i>	<input type="checkbox"/> <b>Nuit</b> <i>Night</i>	
 <b>Mon gestionnaire clinique</b> <i>My Clinical Manager</i>	 <b>Mon travailleur social</b> <i>My Social Worker</i>			
 _____	 _____			
 <b>Plan et rendez-vous pour aujourd'hui</b> <i>Today's Plan and appointments</i>				
 <b>Mes objectifs</b> <i>My Goals</i>				
 <b>Patient / Famille Communication avec l'équipe soignante</b> <i>Patient / Family Communication with care team</i>				
 <b>Ma destination lors de mon congé</b> <i>My Discharge Destination</i>	 <b>Date prévue de mon congé</b> <i>My Anticipated Discharge Date</i>			
<b>Visite médicale le : / My Doctor Visits on:</b>				
<b>LUNDI</b> <i>MONDAY</i>	<b>MARDI</b> <i>TUESDAY</i>	<b>MERCREDI</b> <i>WEDNESDAY</i>	<b>JEUDI</b> <i>THURSDAY</i>	<b>VENDREDI</b> <i>FRIDAY</i>
<input type="checkbox"/> Avant-midi <i>Morning</i>	<input type="checkbox"/> Avant-midi <i>Morning</i>	<input type="checkbox"/> Avant-midi <i>Morning</i>	<input type="checkbox"/> Avant-midi <i>Morning</i>	<input type="checkbox"/> Avant-midi <i>Morning</i>
<input type="checkbox"/> Après-midi <i>Afternoon</i>	<input type="checkbox"/> Après-midi <i>Afternoon</i>	<input type="checkbox"/> Après-midi <i>Afternoon</i>	<input type="checkbox"/> Après-midi <i>Afternoon</i>	<input type="checkbox"/> Après-midi <i>Afternoon</i>




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SOINS CONTINUS  
Bruyère  
CONTINUING CARE

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# Identifying and Sharing 3 Priorities for Care – Always!

- Patients and Families are asked to choose 3 things that are important to them that they would like followed
- 2 Posters in room, 1 Poster with the MAR binder
- Evaluations very positive
- Fewer concerns from patients and families
- Felt to be a very good communication tool to identify what is most important
- 3 Priorities for Care is being spread to multiple units

My 3 Priorities for Care	
Patient Name:	Room Number:
	Please take me to the Bathroom every morning between 9:00 and 9:30.
	Please wash your hands before and after you provide care for me.
	Please bring my medications with my meals.
Date: October	

# Bedside Reporting – Always!

- Shift report takes place with patients and families
- A nursing best practice
- Guidelines developed
- Staff and patients and families all feel more informed
- Improved communication with our patients and families (respectful, supportive and caring)
- Results in providing more time with patients and families at the bedside



# Creating a Positive Welcome at Admission – Always!

- Patient, Families and Staff Engaged for Feedback
- New Frequently Asked Questions Document for New Patients and Families
- New Role of a Volunteer Admission Ambassador that will:
- Provide a Welcome to new patients and families
- Review FAQ information
- Accompany the patient and or family for a unit and hospital tour



# Ensuring Patients and Families are Prepared for a Successful and Smooth Discharge – Always!

- Partnering with patients and families to develop an individualized and holistic discharge plan
- Partnering with Patients and Families to provide them with the needed skills, information and knowledge for a successful discharge process
- Setting mutual goals and milestones
- Celebrating the achievement of milestones together
- Providing continual support and education throughout the hospital stay



# Engaging Patients and Families And Using Best Practices– Always!

Partnering with Patients and Families

Excellent support from our Seniors Leaders

Amazing support from our Executive Sponsor

Partnering with the Canadian Foundation for Healthcare Improvement

Partnering and working closely with Bruyère Research Institute



# Hourly Rounding – Completed Always!

- Nurses round hourly on all patients
- Nurses check in with patients with 3P's and 1T (positioning, pain, personal items in reach) and check if assistance to the toilet is needed
- Our first trial reduced call bells by 18%
- Almost 1 hour of nursing time saved per day to increase time spent with patients and families at the bedside



# Engaging Patients and Families - Always Establishing a Patient and Family Advisory Committee

- Will work in partnership with us and contribute to enhance our coordinated person centered approach to care.
- Will provide direct input into co-designing the development of our policies, programs, practices and initiatives that affect patient care and promote excellence in care.





