

Patient and Family Attended Rounds

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Objective

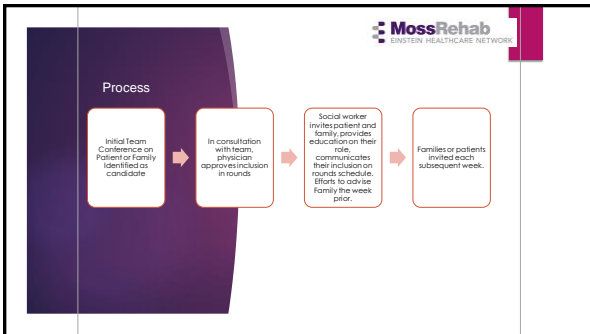
- ▶ 1. Discuss roll out of patient family attended rounds
- ▶ 2. Describe the purpose of the initiative
- ▶ 3. Identify successes and challenges
- ▶ 4. Discuss processes and solutions at other facilities

A Work in Progress

- ▶ Patients and Families are beginning to attend rounds on most programs in the network
- ▶ Education provided to Therapy Leadership regarding role out on other services
- ▶ Committee formed by brain injury team leaders to work out the logistics for our population, staffing, and meeting flow
- ▶ All staff encouraged to observe rounds on other programs to understand the process and offer suggestions for the brain injury program
- ▶ Education provided to staff regarding the process by team leaders
- ▶ The brain injury program began identifying appropriate patient and families in March

Anticipated Outcome

- ▶ Patient and Family Inclusion in goal setting
- ▶ Promote information sharing about patient care and progress
- ▶ Improve communication about discharge planning and process
- ▶ Improve patient and family satisfaction



Coordination Prior to the Meeting

- ▶ Tentative LOS to be discussed at the first team conference or by email
- ▶ Inclusion decision making
- ▶ Social work to prepare family about the process
- ▶ Date/time of the meeting is given to family Thursday before the week of rounds
- ▶ Request limiting number of family members and identify a point person for questions
- ▶ Team Members provide education to patient and family BEFORE team meeting as able.

Meeting Logistics

- ▶ Physician to lead and redirect the meeting
- ▶ Opportunity for patient and families with teleconference available
- ▶ Conference room use vs bedside
- ▶ 15 minutes meetings
- ▶ Interpreter available as needed
- ▶ Social work to transport the patient to the meeting
- ▶ Each discipline will report on progress and goals briefly

Information to be Discussed at Rounds

- ▶ Patient length of stay
- ▶ Current progress
- ▶ Goals to achieve before discharge
- ▶ Plan for the next level of care
- ▶ Brief response and redirection of family questions

Shift in Communication Style for Therapists

- ▶ Be concise
- ▶ Reduce technical therapy terminology
- ▶ Speak directly to the patient or family as appropriate
- ▶ Explain that specific questions can be answered in family training or outside the rounds meeting
- ▶ Avoid difficult topic

Challenges

- ▶ Family members with extensive questions
- ▶ Meeting delays for patient care
- ▶ Disruptive families and patients
- ▶ Delayed start from previous rounding meeting
- ▶ Reduced time for team to discuss sensitive subjects
- ▶ Additional time outside the meeting for team to coordinate additional details of the patient care or disposition

March and April 2019 results

- ▶ March: team began an email chain to identify patient- families for rounds
- ▶ Team responded with specifics not to be discussed in the rounds
- ▶ Team encouraged to discuss with team families that would benefit

Results: Completed:
Patient-Family attended : 5 (1 with family member only)

- ▶ Families Verbalized appreciation of being included in the process
- ▶ Families requesting to be involved in the subsequent week
- ▶ 1 episode of agitated family member: related communication

Areas of opportunity

- ▶ Script for staff to deescalate agitated family members
- ▶ Identify a point person to direct the meetings
- ▶ Identification and communication for follow up with family to address questions
- ▶ Time management of the meeting
- ▶ Staff education to be concise

Discussion

- ▶ How are other facilities managing patient family attended rounds?
- ▶ Have you received feedback from families or patients?
- ▶ How are you objectively measuring success in family-patient inclusion in weekly meetings?
- ▶ What challenges have you noted for the team and how did you modify your process?
- ▶ Do you continue to have a family meeting and team conference without families?
