



The Admission encounter is a great opportunity to learn more about the patients and family caregivers receiving care. Enhancing existing Admission checklists to include items that relate to how a patient might manage their medication regime at home can provide critical insights for the clinical team managing care. Including a description of the people, the purpose and the opportunity for patients and their family caregivers to be active participants in bedside rounding, prepares patients to give information and receive education relevant to their care.

### **DOWNLOAD ADMISSION PLANNING ENHANCEMENT TOOL**

### ADMISSION PLANNING ENHANCEMENT

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#### PROCESS ENHANCEMENTS

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## **DOWNLOAD ADMISSION PLANNING ENHANCEMENT WORKSHEET**

## ADMISSIONS PLANNING ENHANCEMENT WORKSHEET Wheris outern you seem to do be as inforcing planning? 2. Does this individual base the capacity to evaning each means to admission a naming? 3. Who needs to be engaged to improve the admissions process. Think broadly, individuals may induce pharmacy marketing admissions stall e.c. 4. Where is the nation is often a ker from scholastic experior promote yeapting P A Wha Barlinsship lenting on a come it will select with national like will well residue as e posterfu ? All dwildlight knowski as is a conful. STREET, Coperative to on and the depresentation beautiful and excellent the families







Hospitals have been implementing bedside rounds to help engage patients and their family caregivers into the clinical care received in hospitals. Family presence restrictions introduced during COVID 19 pandemic halted that engagement, to the detriment of care teams and patient outcomes Bedside rounding is an opportunity to ensure that the patient and family caregiver are informing care plans and management. To get set, hospitals can expand existing bedside rounding programs to include daily discussions of discharge, with a focus on medication changes, and anticipated home health needs and equipment to make sure the clinical team receives daily communication from the patient or family caregiver on the feasibility of the discharge plan in the context of the patients' life.

# DOWNLOAD ENHANCING BEDSIDE ROUNDING TO IMPROVE DISCHARGE TOOL

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Hospitals across the country are spending time, energy and resources to reduce readmissions rates. Patients and family caregivers are aligned on the goal of staying healthy and staying home following a hospitalization. Enhancing the Discharge Planning checklist to include more details related to medication management after discharge and integrating discharge planning in daily rounds provides more time for the clinical team and the patient to plan for a successful discharge.

### DOWNLOAD ENHANCED DISCHARGE **PLANNING TOOL**

## ENHANCED DISCHARGE PLANNING

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#### ENHANCE PATIENT RESOURCES POST DISCHARGE

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# READY · SET · GO!

## IMPLEMENTATION GUIDE

Are you ready to get started connecting these three activities to improve patient outcomes and avoid readmissions? The following suggestions are given to provide guidance on implementing the tool in your hospital.

- **Move information not people.** Admission checklists are so helpful in gathering critical insights from patients and family caregivers, not only about preferences and priorities, but also about critical self management of chronic conditions that will be impacted during hospitalizations. Be sure this information moves forward to the clinical care team. Consider identifying a Patient Information Steward who is responsible for ensuring information follows the patient journey from admissions through bedside rounding to inform discharge.
- **Expand current information sharing pathways.** Patients have important information about how they manage their health or healthcare when not in the hospital. Expand current communication tools to provide an opportunity for reciprocal communication and have a place to document and share patient reported care. If changes to the EMR are not immediately feasible, consider low tech solutions such as white boards, bedside iPad or notebooks. A consistent place where patient and family caregiver insights are captured and shared with members of the clinical team.
- **Define Roles.** Who is responsible for the admission checklist? See if that person can own the process where that checklist becomes a reciprocal information sharing event. Where is the information documented and how does the information move to the clinical team? It might be helpful to develop a team of staff members across these activities to test how they can best share information with hospital staff and the patient and family caregiver.
- **Talk to your patients.** Journey map recent hospitalization with a patient and family caregiver. If your hospital has a Patient Family Advisory program, engage them in this activity. If you don't have a Patient Family Advisory program, invite a few recently discharged patients to inform your improvement efforts. Let them know what your hospital is trying to achieve and bring them on as a team member. No one is more invested in staying healthy at home then your patients! The additional perspective helps identify unseen barriers

**DOWNLOAD MAPPING A PATIENT'S JOURNEY TOOL** 

## ACKNOWLEDGMENTS

The Ready. Set. Go! Tool was developed through an iterative process informed by a diverse group of patient family partners, Cynosure Improvement Advisors, State Hospital Association partners and hospital staff for the Cynosure HQIC. Thank you for all those who shared their personal and professional wisdom to help hospitals move forward with engaging patients and families it the effort to reduce readmissions.

