

## Example – Closing the Loop Form

### Overview

#### Opportunity Name

East Bay Hospital - Rapid Access & Discharge Unit

#### Health Care Partner (Name/Dept/Org)

Jane Smith, Emergency Department, Example Health Authority

#### Health Care Partner E-mail

[jsmith@eha.ca](mailto:jsmith@eha.ca)

#### Engagement Leader who supported you for this opportunity

Teresa Bissenden

#### Patient Partner(s)

Alfred Andrews, Blaine Bolshensky, Claire Clark

#### Patient Partner Term Start Date

02/02/2009

#### Patient Partner Term End Date

01/15/2010

#### Today's Date

02/17/2010

#### Meeting Frequency

Monthly

#### Meeting Format

In Person/Teleconference

### Aim

#### What was the aim or goal of your initiative?

To design and open a new Rapid Access & Discharge Unit in the Hospital.

### Patient Involvement Summary

#### What was the purpose of engaging patient partners in this work? What was the patient partners' role?

We wanted to learn from patients' past experiences of short term hospital admissions, to ensure that the new service would better reflect their needs and priorities and provide an improved patient experience. As key members of the

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project team, the patients' role was to share lived experiences, remind the team and reframe discussions to put patient needs first and provide feedback on proposed changes.

### Outcomes

**Briefly describe outcomes of the initiative. If the work is ongoing, please provide a summary of progress and decisions made to date.**

Following a 9-month planning phase, the new Rapid Access & Discharge Unit was opened on January 1, 2010. In its first month of operation, the unit has cared for XX patients, reducing Emergency Room volume by XX%. Evaluation and monitoring is ongoing. Anecdotal feedback from patients and staff has been very positive.

**Do you have any supporting documents that can be shared? Eg. final reports, newly created patient education materials, storyboards, evaluations, etc.**

Please see attached final product plan, which includes patient partner recommendations.

**Beyond this form, are there other ways this information has or can be shared with patient partners? Eg. tour of new facility, invitation to future events, etc.**

Patient partners were invited to the grand opening of the unit. All of them were able to attend.

### Patient Impact

**Briefly describe the ways in which the patient partner(s) influenced outcomes.**

Throughout the planning stages, patient partners were very helpful in reminding other team members to consider the patient journey, and patients' needs first. This helped us to reframe our plans and shift work-flow procedures in a way that made sense for both the care teams and the patients. Patient stories of their prior admissions also clued us into other stakeholder groups within the hospital who should be involved in the project.

**Please provide at least one concrete example.**

A patient partner reminded us of the need to accommodate family members, as well as patients. An additional chair was added next to each bedside in the unit. Based on another patient partner's experience of receiving very confusing discharge instructions and arriving home unsure if she needed to connect with her primary care provider or if they had already been notified, we revised our discharge summary handout to clearly note required actions by patients/families.

### Close Out & Thank You

**Confirm that the following final actions have been completed:**

- Patient partner(s) are aware that their participation in this initiative is now complete and have been thanked for their contributions.
- Patient partner expenses for participation (eg. mileage/parking) have been reimbursed as agreed at the start of the engagement.

**If additional outcome of impact information is not yet available, when can PVN staff follow up with you?**

06/16/2010

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### Permission to Share

- I am aware that PVN will share this form and uploaded attachments with the Patient Partners.
- Can we contact you to discuss sharing this engagement opportunity more broadly for promotional purposes?