



### Background Info

- Engagement/Initiative Name: **Example Hospital, Rapid Access & Discharge Unit**
- Health Care Partner: **Name, Emergency Department, Example Health Authority**
- Patient Partner(s): **Name, Name, Name**
- Time Frame of Engagement: **Jan 1 – March 31 2020**
- Today's Date: **June 1 2020**

### Initiative Summary

Note: "Initiative" refers to the health system project/work/committee that the engagement was connected to.

#### Initiative Aim

As part of a multi-year redesign of Emergency services at the hospital, a project was initiated in Sept 2019 to open a new Rapid Access and Discharge Unit for patients requiring a short-term stay up to 24 hours. By providing short-term intensive support, monitoring, investigation, treatment and safe discharge planning, we hope to improve patient experience and reduce the need for extended admissions.

#### Initiative Outcomes

Following the intensive planning phase, the new unit was opened on May 1<sup>st</sup> 2020 in a designated care space adjacent to the Emergency Department with # beds and # staff. A floorplan of the newly renovated and reallocated space is attached.

#### Initiative Impacts

In its first month of operation the unit 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.

### Patient Engagement Summary

Note: Engagement refers to patient partner participation, via specific activities, in the initiative described above.

#### Engagement Aim

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. The patient partners joined 4 project meetings to share their own experiences, ask questions and challenge our assumptions about the proposed work flows. Three of the patient partners also participated in a process and patient journey mapping event.



### **Engagement Outcomes**

The patient journey map (attached) is an excellent, tangible outcome of this engagement. But also, the many stories and experiences shared in the project team meetings brought forward a lot of issues we hadn't yet addressed. We all really appreciated the generosity and vulnerability of patient partners in sharing with us their experiences of prior admissions, and the circumstances and various factors that led up to it. Hearing stories that included both positive and negative actions and comments made by staff that helped/hindered previous experiences reminded everyone of the importance of patient and family centered care.

### **Engagement Impact**

On many occasions the patient partners reminded the project team to reframe discussions and process flows to prioritize patient needs – as opposed to only provider workflows. The stories they shared of their prior admissions also reminded us about other services both within the hospital and in the community, that we needed to connect into this project.

In one meeting we had a lengthy conversation around the need to better include and accommodate the family members, friends or caregivers who may accompany them to the hospital. A concrete action as a result of that convo was that an extra chair was added next to each bed on 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.

### **Extra Reflections**

We are really grateful for the experiences and ideas the patient partners brought forward. The team discussed later that we regret not connecting with folks earlier in the process. At this time do not have further engagement opportunities planned; however, should that change we will be sure to reconnect with this group.

### **Staying In Touch**

By all means, those interested in how this project progresses can connect with me at [name@name.ca](mailto:name@name.ca)

**Thank you!**