ROADMAP...Setting the Course for Patient and Family Involvement in Their Plan of Care

Lehigh Valley Health Network, Allentown, Pennsylvania

**PROJECT GOAL:** Design an electronic daily plan of care that incorporates standard work Patient Centered Care, as defined by the Picker Institute

**CONCEPTUAL FRAMEWORK:**

**Pre-Project Current State**
- Patient Perceptions
  - Not being informed
  - Inconsistent communication to patient and family regarding plan of care
- Opportunity to improve patient satisfaction scores for ‘discharge preparation’ and ‘communication of information’
- Prototype document that was awarded Magnet Prize™ - Abington Memorial Hospital Daily CARE Plan

**Methods**

**Project Team Members**
- Chief Nursing Officer (CNO) - Sponsor
- Nursing Informatics Manager – Co-leader
- Staff Development Specialist – Co-leader
- Interprofessional stakeholders, including direct care nurses

**Content Development**

**Gemba**
- Japanese term for ‘actual place,’ the setting where work takes place

**Gemba Walks**
- Interviews of patients, families and caregivers throughout hospital
- Patient and Family Advisory Council
- Patient Centered Experience Implementation Team

**Decision Points**
- Paper or electronic report???
- Vendor selection

**Final Product**

**Standard Work for Implementation**
- Explained at time of admission
- Folder and pen provided
- Printed daily, prior to bedside shift report
- Reviewed with patient and family
  - During RN change of shift bedside report
  - Upon change in plan of care

**Implementation and Outcomes**
- Piloted on 3D bed med-surg unit
  - Pre- and post-implementation RN surveys on pilot unit
  - Patient Satisfaction Scores
  - Extent felt ready for discharge
  - Information to family regarding tests and treatment
- Expanded to all med-surg and step-down units
- Qualitative comments from patients and families – consistently and unanimously enthusiastic!

**Lessons Learned**
- Identification as a Network priority project prompted support
- CNO as sponsor helped remove barriers
- Continuous reinforcement of standard work and staff accountability was necessary
- Going to the gemba was critical to success