



Renfrew Victoria Hospital

**BEST PRACTICE SPOTLIGHT
ORGANIZATION UPDATE**

Oct 19th, 2017

Best Practices Implemented

- Screening for Delirium
- Person-and Family-Centred Care
- Decision Support for Adults Living with Chronic Kidney Disease
- Women Abuse: Screening and Initial Response
- Assessment and Management of Pain

BPSO Champions

- At least 40 nursing staff have been trained as BPSO Champions; another education opportunity has been planned to train more staff
- There are also representatives from non-nursing departments that have been trained at BPSO Champions

RVH BPG Champions Retreat May 2017



**PFAC Members Telling
Their Patient
Experience at BPSO
Retreat Day**



BPSO Champions Retreat Day May 11, 2017

Patient and Family Centered Care

- Patient and Family Advisory Council was established in January 2016

New Initiatives This Year:

- Patient White Boards
- PFAC Annual Report
- Patient Oriented Discharge Summary Research Project
- Gender Sharing Rooms Policy finalized
- 8 Steps to Patient Safety Poster
- Disclosure of Adverse Events Policy reviewed

BPSO Education Days

- Numerous BPSO Champions have been given the opportunity to attend different Workshops, Conferences, Training sessions, Summer Institutes over the last couple of years
- More opportunities will be available for year three and we hope to have new representatives go and experience these learning opportunities
- BPSO Champions Retreat Day May 11th, 2017

SFMH BPSO Journey

- Five staff participated in RVH BPSO Retreat Day in November 2015
- BPSO Retreat Day with Nursing Practice Council held in December 2015
- Best Practice Initiatives and Education Days held in May and June 2016, covering:
 - New Staff Identification Badges
 - Formation of PFAC
 - Revised Visiting Hours
 - Whiteboards at Patient Bedsides
- Three staff participated in RVH BPSO Retreat Day in May 2017

SFMH BPSO Journey

- Four staff identified as BPSO Champions to mentor and lead change within SFMH
- This group planned and implemented education days for all staff in March 2017
- Some PFAC initiatives that happened this year include:
 - SBAR Reporting Tool at Transfer of Patient Care
 - Revised Joint Ethics Committee with community partners
 - NODD Initiative and Video
- Staff Education Day held where Best Practice initiatives were highlighted and Patient Safety reviews were done on Hand Hygiene/PPE, High Alert Medications, Do Not Use Abbreviations, Consent and Privacy, and 2 Client Identifiers



Preferred Name: _____

Today's Date: _____

Doctor: _____ Nurse: _____

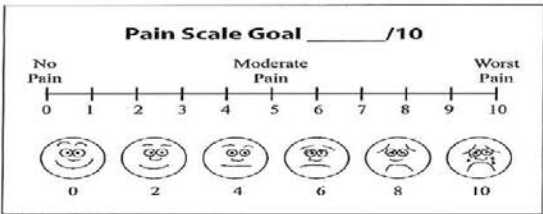
Sun Mon Tues Wed Thurs Fri Sat

Goals/Appointments/Recreation/Tests

Patient & Family Questions/Input

Discharge Date/Plan:

Can I Eat?
 Yes No Ask Nurse Assist
Diet: _____



Vital Signs

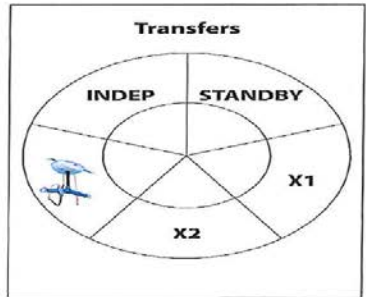
BP: _____

SPO2 _____

Pulse: _____

Patient Safety

- Non-slip Footwear
- Chair Alarm
- Bed Alarm
- Siderails x _____
- Other _____



**SAMPLE OF
PAITENT
WHITEBOARDS**

QUALITY CONVERSATION BOARDS



RVH PODS FORM



I came to hospital on _____	NOTES
I came in because _____	
Medications I need to take	
<input type="checkbox"/> My medications, their purpose, side effects and any changes were explained to me. *See discharge medication teaching sheet Community Pharmacy: _____ <input type="checkbox"/> Prescription Faxed <input type="checkbox"/> Original prescription to patient	
What I need to know when I go home	
Diet:	
Elimination:	
Mobility:	
Treatment:	
Other:	
My Goals	
Where to go for more information	
For:	
Go To:	
Other Information:	
For:	
Go To:	
Other Information:	
For:	
Go To:	
Other Information:	

Appointments/Tests I have to go to		
With Who:	Phone:	
Date:	Time:	
Location:		
For:		
<input type="checkbox"/> Make your own appointment <input type="checkbox"/> Booked		
With Who:	Phone:	
Date:	Time:	
Location:		
For:		
<input type="checkbox"/> Make your own appointment <input type="checkbox"/> Booked		
With Who:	Phone:	
Date:	Time:	
Location:		
For:		
<input type="checkbox"/> Make your own appointment <input type="checkbox"/> Booked		
My Supports After Discharge		
<input type="checkbox"/> Home and Community Care add phone number <input type="checkbox"/> Going Home Program add phone number <input type="checkbox"/> Community Paramedics <input type="checkbox"/> Other		
<input type="checkbox"/> Health Links Care Coordinator: Phone Number: _____ <input type="checkbox"/> Aware of Discharge <input type="checkbox"/> I would like to share this document with my supports		My Checklist of To-Do's
		<input type="checkbox"/> share this with doctor <input type="checkbox"/> review meds with community pharmacist <input type="checkbox"/> get prescriptions filled
Name	Relationship	Contact Info
Destination:		
Accompanied by:		
Mode:		
Patient Signature:		
Nurse Signature:		Date: Time:

Article for Submission “Better Together: Realizing our Collective Impact”

Purpose of Article: How we have pulled many partners together to enhance the patient experience, improve internal processes, ensure warm handoffs in the transition from hospital to home and work collaboratively with our partners.

Staff Involved: PODS has become a collaborative effort: nursing, hospitals, health links (social work, care coordinators), discharge planners, Home and Community Care, CSS with the CareDove, PCP, patient and caregivers, PODS head team, students.

Processes to include: Surveys; Patient Engagement; Multiple sites and stakeholders included; Patient co-design in each of the pieces; Community of practice for project; Elements of coordinated care plan

Questions?

- Will this article be useful to others?
- Other creative ideas for patient engagement?