

Go to the Hospital or Stay Here? A Decision Guide for Patients and Families

Designing Your Workflow and Educating Staff

Acquaint

- Introduce staff to the guide at monthly meetings, at morning huddles, via video and computer-based learning using the trifold document.
- Assist staff to align the Decision Guide with pre-existing INTERACT workflow.
- Utilize a Decision Guide Champion to promote staff education and field questions.
- Plan a 30-minute staff education session to explain the use and benefit of the Guide.

Incorporate

- Align the Decision Guide into existing workflows across pre-admission, admission, and family meetings and share at staff education sessions.
- Use ED, transfer and readmission audits to emphasize key opportunities to respond to early change in condition and management.
- Help staff recognize the value of having conversations outside of those "critical moments" to provide a more complete understanding of facility capabilities.
- Embed full Guide version into bedside documents and binders, share tri-folds and links with families as needed; embed electronic version on the website.

Ensure

- Audit transfer data across time to determine improvement in potentially unnecessary transfers.
- Survey staff, residents/families about acceptance and utilization of information
- Monitor utilization volumes of hard copies and electronic hits.
- Share the results at QAPI and staff meetings.