

Patient Family In Focus

Patient Experience: Better Engagement Long Term Care Unit 2, Rumailah Hospital



Introduction

Long Term Care Unit-2 is 30 bed capacity which caters male geriatric, rehabilitative, Palliative and social care with tracheostomy, nasogastric, percutaneous gastrostomy tube and mechanical ventilator and most patients are expats.

Patient Family In Focus means that "We Value Family Care".

We define "Family" are the ones related to the patient, friends, significant others such as company representative who always visit our patients in a daily or weekly basis.

Since 2016, Our "First" innovative series done monthly then quarterly in the unit to involve families to further promote family engagement and help perceived their love ones as significant person not as one with disability. The program is versatile- adjusting to the patient's needs or level of care.

Aim

Our aim is to engage atleast 80% of the invited families to provide holistic care to our patient by participating in our patient-family centered care activity and make every visit a memorable one to help them cope and improve their health for fast recovery and early discharge by the end of 2019.

Methodology



- PDSA 1 are done first with wheelchair bound patients using the 3 activities using Coping Toolbox, Throwback Thursday and Fambond.
- PDSA 2 Then we tested with along bedbound patients and added some activities such as Playlist and famcomm at bedside and activity room.
- PDSA 3 After series of activities we added minitrip to garden for chairbound patients during cold season.
- PDSA 4 After that bedbound conscious patient on mechanical ventilator and family is included in the test.
- PDSA 5 During Qatar Day 2018, patients from other unit were invited to join our activity.

Discussion

- A committee organized to plan and facilitate the activity.
- A group email was created to coordinate and invite staff and involve Multidisciplinary Team
- Case Manager facilitates invitation and follow ups
- Multidisciplinary Team (Speech, Occupational and Physiotherapist) assess and prepare the patient for the activities base on their level of care
- Leaflets of the activity is provided
- Provided an ambiance in the unit or garden that is designed for patient-family conducive area
- Staff facilitates the activity and provide health education to family
- Tokens were given to each family as appreciation for attending
- Feedback form given to each Families, Staff and Multidisciplinary Team after the Activity.
- Arabic translation given by Staff during the Introduction

Activities



Coping toolbox-

Families are asked to bring favorite things in a treasure box



Throwback Thursday-

Reminiscing with old photos and reorienting patients through pictures



Fambond-

Includes Play and activities with family



Playlist-

Families are asked to bring patient's favorite music or voice clips



Garden minitrip-

Chairfast patients can go to the garden with family to do the activities



Famcomm

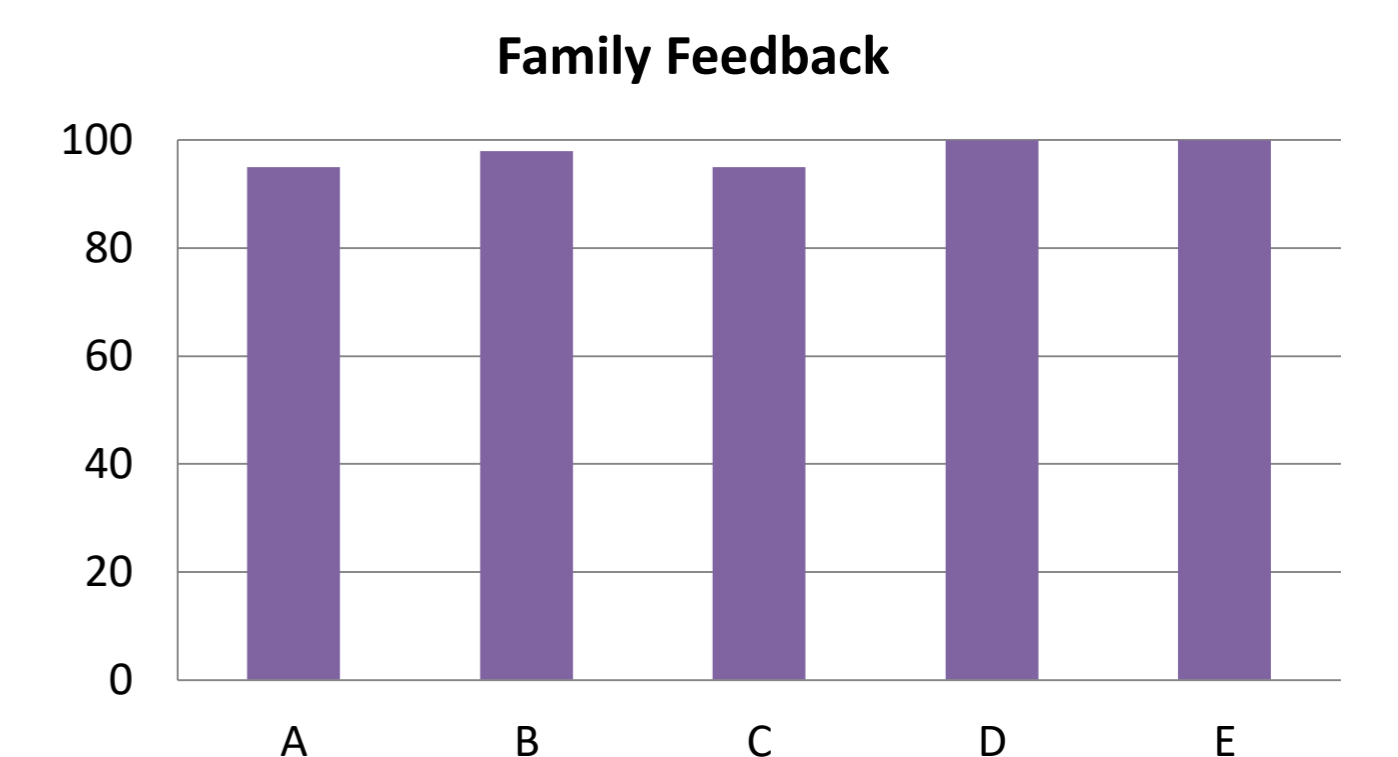
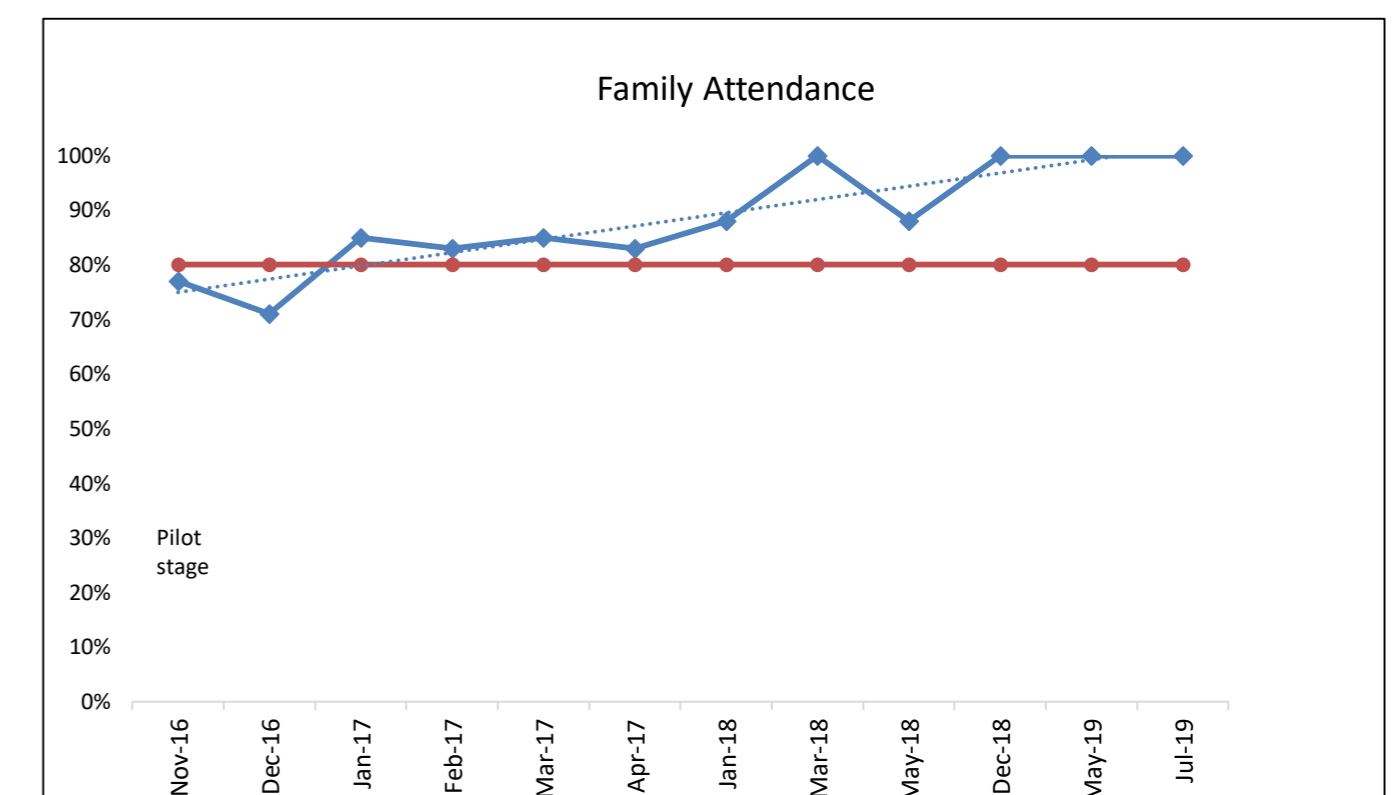
Therapeutic communication thru story telling, reading Quran



Health Teaching

This event used for health teaching and decision making

Measures



Based on the feedback form given to Families.

- A- Families are most likely recommend this activity to others
- B- Somewhat Satisfied with the overall activity
- C- Extremely meet their expectation of the activity
- D- Average to Excellent with the quality of care provided
- E- Extremely likely to come for the activity again

Family Recommendations

- Some Families recommend the activity to be done weekly as patient need to see people from outside.
- Need bigger space for the activity since more patients and families are attending.

Challenges

- Missed PFIF activities due Omnicel medication fridge was introduced. Staff needs more time to learn and practice using the product as it is time consuming thus hinders to do the PFIF activity.

Sustainability

- Other unit is encouraged to observe the activity

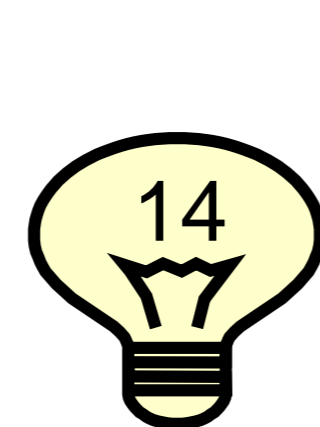
Future Plan

- Patient family In Focus Activity will have protocol and guidelines for Long Term Care Patients
- Documentation and monitoring of the activities.
- More PFIF activities
- To do PFIF quarterly

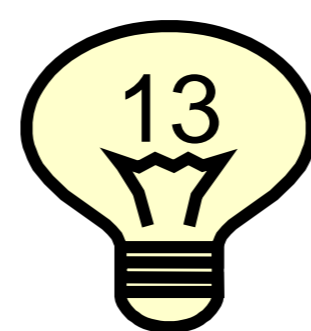
References

- <http://www.ihl.org/Engage/Initiatives/PatientFamilyCenteredCare>
- <http://www.ihl.org/Engage/Initiatives>

Bright Spots



PFIF Activities from November 2016 till date



Patients whose families attended the PFIF were discharged/ repatriated to their country Nov. 2016-2017



Patients whose families attended PFIF were also discharged or repatriated 2018- July 2019.

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