My Health Care Journal

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PROBLEM STATEMENT
In 2012, 22,097 inpatients were admitted to a UMHC facility. Patients enter from a variety of access points, and while attempts are made to tailor the information provided to the hospital experience, there is significant variation. This variation leads to patients' being unprepared for their hospitalization, uncoordinated care planning, and delivery during hospitalization that impacts overall satisfaction with UHMC.

GOAL
Implement a tool to standardize the process of what information patients are given that are required, but can be customized based on the patients needs to improve communication of the patients care and satisfaction of hospital stay.

SOLUTION
Institute a journal that contains information for both planned and unplanned patients that can be used before, during, and after their hospital stay to improve communication and satisfaction.

MY HEALTH CARE JOURNAL TEAM
In July 2011, an interprofessional team was created with the intent to standardize the information patients are given before or during their hospital stay.

My Health Care Journal

My Health Care Journal was designed to improve the patient's admission experience by giving them more information they can use before, during, and after their hospital stay. The journal contains six sections of information that both patients and their family can use to help answer questions about their hospital stay. The six sections include:

- Welcome
- My Facility
- My Stay
- My Care Plan
- My Follow Up
- My Documents

BENEFITS OF THE JOURNAL
- All journals contain the necessary information all patients need to receive, but can be customized based on the patients needs.
- The journal gives patients and staff a central location to hold all the patient documents.
- Patients have answers to many questions at their fingertips.
- Staff know what other information care givers have given a patient.
- Patients feel they have a better understanding of what is occurring during their hospital stay.
- Patients are more satisfied with their hospital stay and confident in the information they are given.

Lessons Learned

PEOPLE
- Both patients and staff have found the journal very beneficial in both the planned and unplanned settings.
- Families of patients find the journal just as useful because it contains valuable information about visitor information and what care information their family member has been given during their hospital stay.

PROCESS
- Each discipline or point in a patient's stay determined that patients have the same questions despite where in the stay they are or if there admission was planned (ex: where should I park, why is my room not ready, who can I talk about my bill with, etc.).
- There was a previous perception that if it went into the packet, patients would read it which was not the case, journal had to be interactive and establish ownership.
- Each "specialty" service or area needed an opportunity to have some value.

TOOL
- Had to be provided by a clinical person
- Needed to be hard enough to support, but soft enough to allow to be stuffed in bags, purses, etc.
- Provides patients with a "sense of control" allowing them to have ownership in their care by providing them with something to physically hold.
- That we need electronic methods to meet the needs of other types of population of patients and support being "green".

Background

PLANNED ADMISSIONS

PILOT AREA: MOI

PLAN: To see how useful the journals are to patients with planned hospital stays, the My Health Care Journal was piloted at MOI. Three physicians with similar surgeries agreed to incorporate the journal into their staffs workflow. When patients identified for the pilot came to their pre-surgery work up, a physician assistant handed the patient the journal and when over its content. The patient then received a pre-op call to remind the patient to bring the journal with them. If a patient forgot the journal, they were issued a new one on their day of surgery. Two weeks after the patients surgery, a follow up call was performed to get patient feedback on the journal.

OUTCOME: Patients and staff overwhelmingly liked utilizing the journal in the pre-surgical visit to help prepare patients for their upcoming surgery. MOI already had a packet that staff gave patients so the journal was not a new process but an improved instrument the clinical team could use. Most patient remembered to bring back the journal for their surgery appointment and reminded staff to put their information in the journal. During the follow up call, patients recommended having the journal for all planned surgeries and gave important feedback to improve the journal. Currently, the My Health Care Journal is still being utilized and has been expanded to include all planned inpatients at MOI.

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Pilots/Roll-Out

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UNPLANNED ADMISSIONS

PILOT AREA: UH ICUs (BICU, CICU, SICU, MNISU)

PLAN: To see how useful the journals are to patients with an unplanned hospital stay, the My Health Care Journal was piloted in the UH ICUs. The pilot was planned for four weeks to see what staff thought of using the journal, but also if the families and patients were utilizing them. During that time, patient identification labels of patients who received a journal were collected. Some of the patients when to a floor from an ICU, a staff member asked the patients questions about their experience with the journal and its overall perception of it.

OUTCOME: While some patients were not able to utilize the journal due to their condition, the majority of able patients saw value in having it. Many families of patients as well liked having the journal and used it often during their hospital stay. The journal allowed families to not have to rely as much on nurses for general questions. Many patients and families thought the journal gave them a sense of control over their care. The ICU managers also enjoyed having their staff hand out the journals. Having the journals allowed all ICUs to give all the necessary information but are able to add in value documents specific to their unit. At the end of the pilot, the managers decided to keep using the journals in the units because of the added value to patients and staff. Currently, all UH ICUs are utilizing the My Health Care Journals with all their able patients.

Next Steps

NEXT PHASES OF THE MY HEALTH CARE JOURNAL ROLL-OUT
- Early Summer 2013
  - WCH OB clinic/Labor and Delivery Inpatients
- Early Summer 2013
  - Inpatient Floors of Patient Care Tower
- Mid Summer 2013
  - Inpatient Floors of UH

NEXT PHASES OF MY HEALTH CARE JOURNAL DEVELOPMENT
- Create a standard process for ordering and delivering journals to facilities
- Get My Health Care Journal in electronic form
- Get My Health Care Journal on Cerner MyStation
- Development of tool for chronic outpatient clinics such as Ellis Fischel, Children’s Blood and Cancer Unit, diabetes clinic, etc.

Team Members/Contributors

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