IMPLEMENTING AN ALL ABOUT ME POSTER TO PROMOTE
PATIENT-CENTRED CARE AT HUMBER RIVER HEALTH (HRH)

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DESCRIPTION
HRH prioritizes the delivery of quality and patient-centered care to a diverse patient population by providing care aligned with unique patient values and preferences. With an increasing number of patients experiencing cognitive impairments and responsive behaviours on the Inpatient Nephrology/Medicine Unit, staff members, patients, and their families desired an improved communication tool to support the delivery of patient-centered care. The All About Me Poster was developed to promote continuity of patient-centered care by enhancing communication of patient-specific goals, preferences, and care needs, between patients, families, and the healthcare team.

OBJECTIVE
To promote patient-centered care by prioritizing the communication of patient goals, preferences, and care needs.

ACTIONS TAKEN
- A baseline survey highlighted a desire to improve communication of patient preferences.
- The interdisciplinary Reinventing Patient Care Council collaborated to design the All About Me Poster, during which a Patient Family Advisor was consulted for feedback.
- After providing education during nursing huddles regarding the use of the All About Me Poster, this initiative was implemented in October 2023.
- A post-implementation survey was conducted to evaluate the impact of the All About Me Poster on the healthcare team’s ability to tailor patient care.

SUMMARY OF RESULTS
Prior to implementation, an environmental survey indicated that while 100% of nurses aimed to tailor their care to support the development of therapeutic relationships, 92% of nurses felt that they did not have enough information regarding their patients’ unique personality and life experiences. After the implementation of the All About Me Poster, 96% of nurses felt that they were better able to open dialogues to explore their patients’ preferences. This poster continues to be used to support nurses when providing care aligned with patient goals and care needs.

Figure 1. The All About Me Poster. Placed in patients’ rooms, patients, families, and healthcare providers are invited to complete this poster to support the delivery of patient-centered care. This poster was designed to contain information regarding unique patient preferences, such as name preferences, primary language spoken, likes and dislikes, family contact information, and assistive devices required.

Figure 2. Nurses were surveyed on their familiarity with patient preferences. 96% of nurses found that the All About Me Poster is helpful in identifying patient likes and dislikes.

Figure 3. Post-implementation, 100% of nurses were able to tailor their care to each patient’s unique preferences while using the All About Me Poster to support the development of therapeutic relationships.

LESSONS LEARNED
The All About Me Poster supported the healthcare team in opening the dialogue about patient values and preferences to facilitate the development of therapeutic relationships.