

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

Piraveena Sivapatham RN, BSc, BScN, MN; Maria Marin PFAC Member; Tanya Harrison RN, BScN, MN (c); Retu Sappale RN, BN, MScN; Arshdeep Kaur PN(c); Colin Le RN, BScN; Princess Padilla RPN, LPN; Sukhman Saini RN, BScN; Lakhy Brar RN, BScN; Nina D'Urzo RD, BSc, BASc; Linda Jorgoni RN, BScN, MScN, PM:NPD

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-centred care. The All About Me Poster was developed to promote continuity of patient-centred care by enhancing communication of patient-specific goals, preferences, and care needs, between patients, families, and the healthcare team.

OBJECTIVE

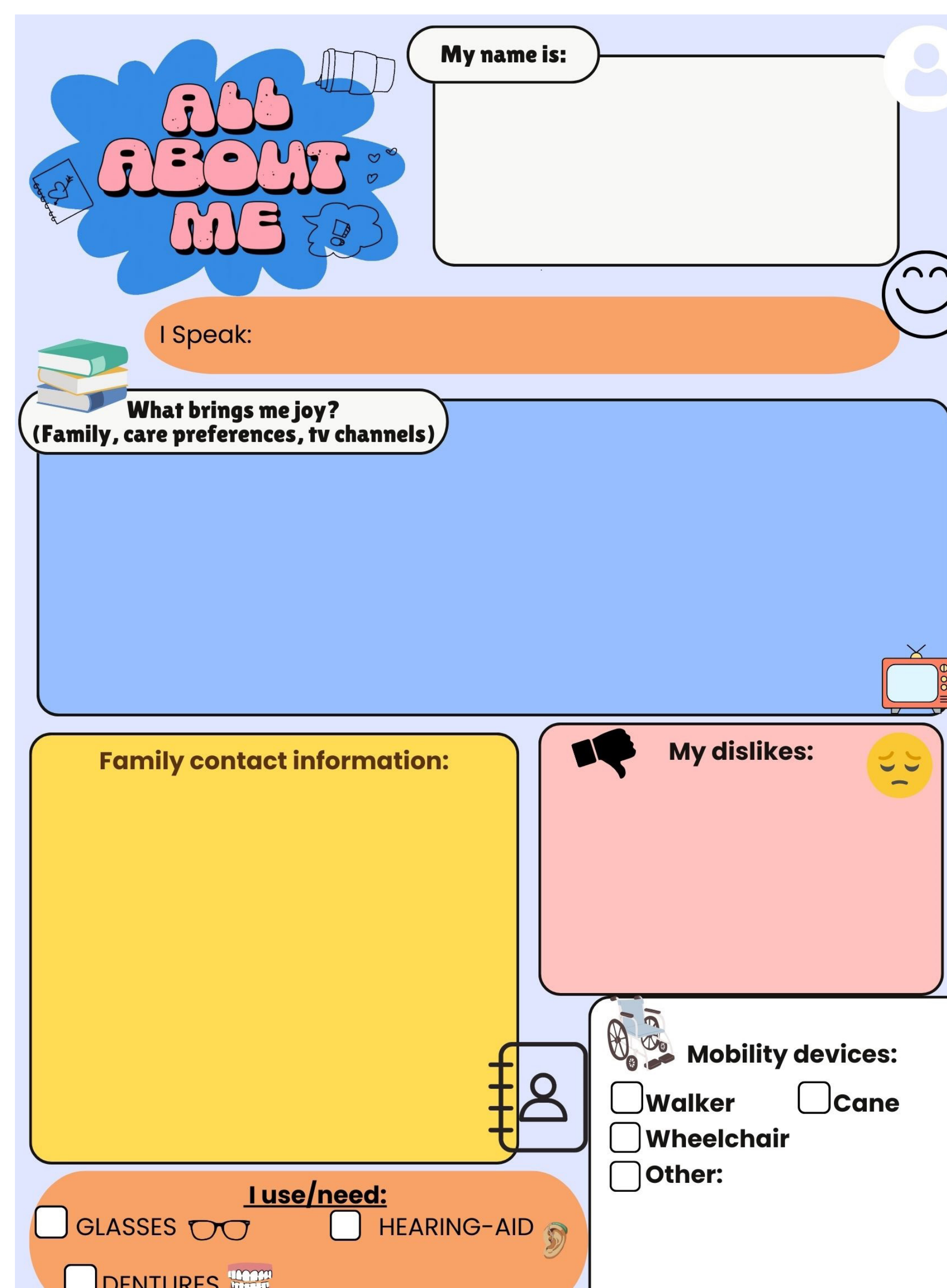
To promote patient-centred care by prioritizing the communication of patient goals, preferences, and care needs.

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.



The poster form includes the following sections:

- My name is:** A text box for the patient's name.
- I Speak:** A text box for the patient's primary language.
- What brings me joy? (Family, care preferences, tv channels):** A large blue text area for patient preferences.
- Family contact information:** A yellow text area for family details.
- My dislikes:** A pink text area for patient dislikes.
- Mobility devices:** Checkboxes for Walker, Cane, Wheelchair, and Other.
- I use/need:** Checkboxes for GLASSES, HEARING-AID, and DENTURES.

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.

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-centred 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.

Nurses' Understanding of Patient Preferences

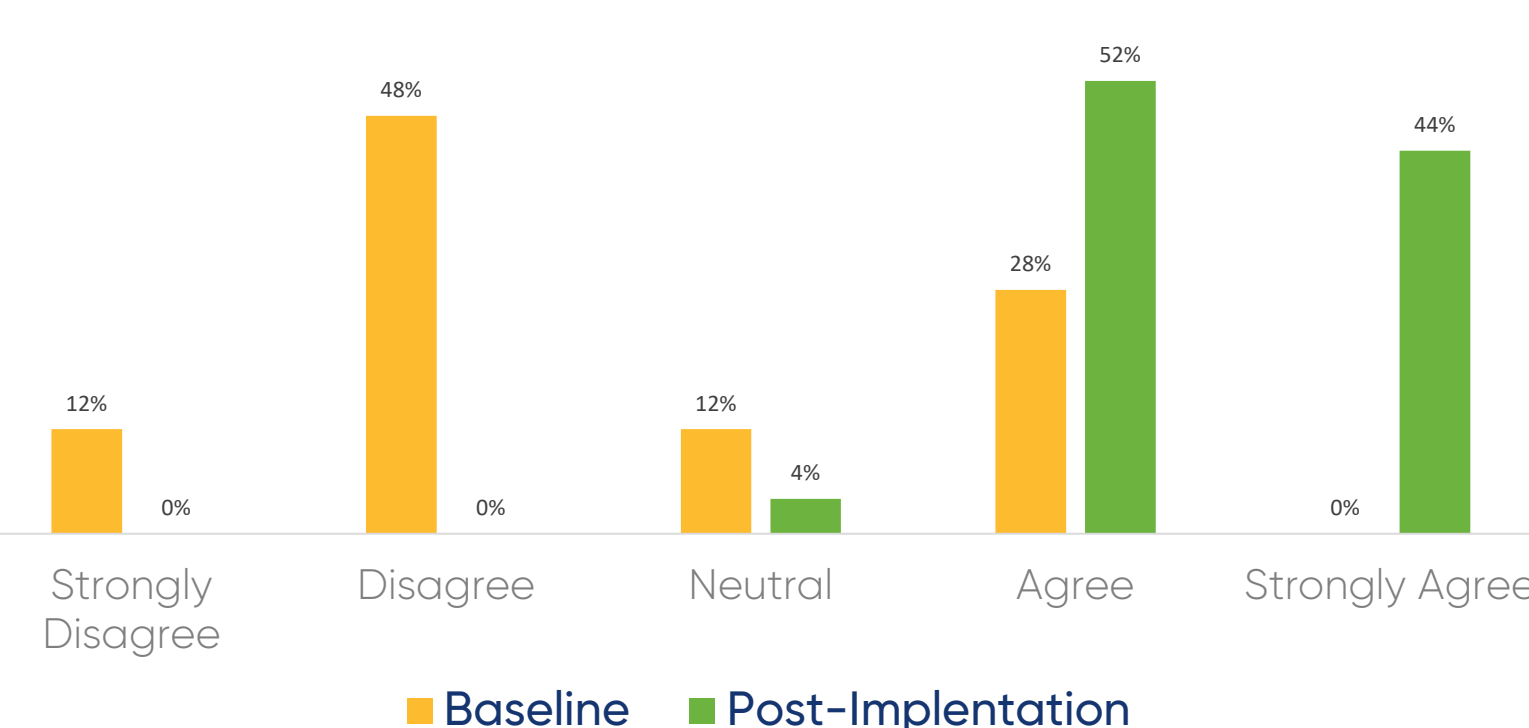


Figure 2.

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.

Nurses' Ability to Tailor Patient Care and Build Therapeutic Relationships

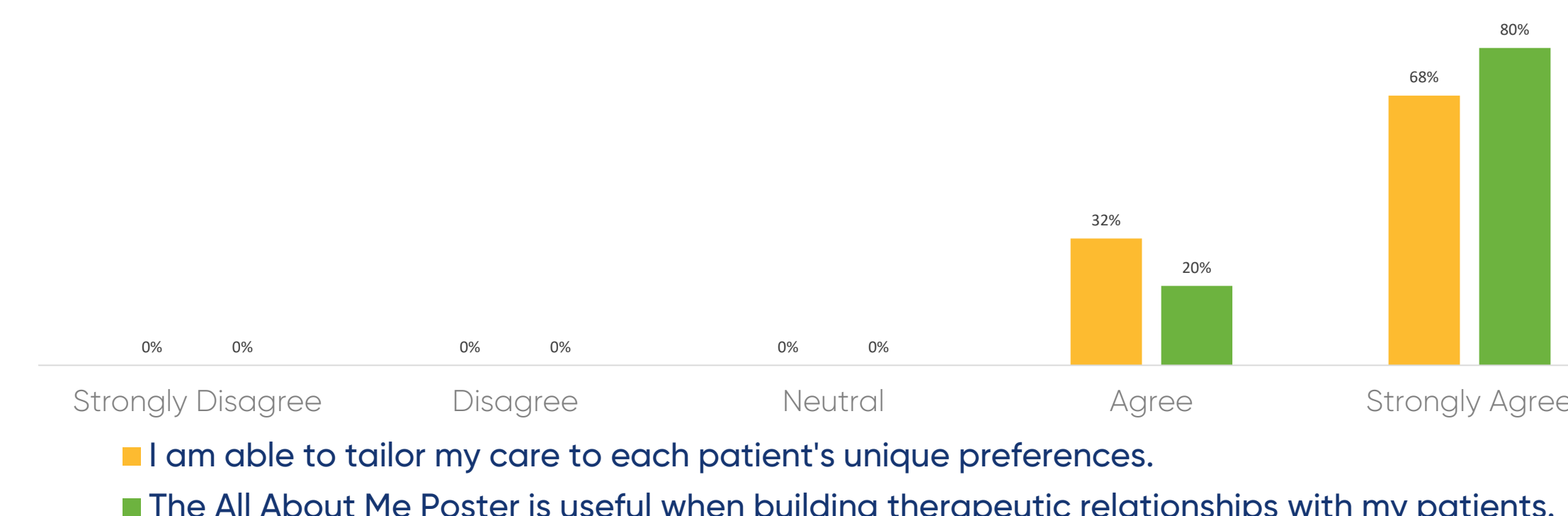


Figure 3.

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.