

Community Foundation of St. Joseph's County
Regional Nursing Home Collaborative
in partnership with Health Care Excel

A Smooth Hand-off
Strategies for Good Transitions in Care

Faculty:

Cathie Brady & Barbara Frank

October 5, 2011

Introductions

- Share any good practices you've put in place since our previous Learning Session
- Share anything you have put in play and talk about how it's going



What do we measure?

Staff turnover?

Restraints?

Pressure Ulcers?

Falls?



Hawthorne Affect

Data helps us:

Know where we are

What we have accomplished

Set goals for where we want to be

Transitions in Care

- A Statewide and National Issue
- Affects outcomes for people making the transition
- Transfer trauma is avoided by a smooth transition
- Think about it from the perspective of the person going between the hospital and the nursing home

Introductions at tables

At your table identify some to take notes

Discuss:

When a transfer goes well what are the elements of the transfer?

Spell out the elements of an ideal transition between settings

Discuss:

When it doesn't go well what are the elements?

What I didn't know....

Chart from last 24 hours in hospital to first 24 hours in nursing home, what makes a successful transition between the hospital and the nursing home?
What needs to happen at each end?

Last 24 Hrs in Hospital	First 24 Hrs in Nursing Home

At your table, discuss:

What are some ideas that could help?

MDS Section F: Preferences for Customary Routine, Activities, Community Setting

- How important is it to you to:
 - choose what clothes to wear?
 - take care of your personal belongings or things
 - choose between a tub bath, shower, bed bath, or sponge bath?
 - have snacks available between meals?
 - go to bed whenever you want, stay up past 8:00 p.m.?
 - have your family or a close friend involved in discussions about your care?
 - able to use the phone in private?
 - have a place to lock your things to keep them safe?

MDS 3.0 - Getting to Know You

Customary Routines and Preferences

- Just in time
 - Food
 - Bath/shower
 - Night routine
 - Morning routine
 - Safe passage to bathroom
 - Personal communication
 - A good night's sleep
 - Comfort and companionship

F242 Self-Determination and Participation

- Right to make choices over:
 - Activities
 - Schedules
 - Health care
 - Interactions with members of the community
 - Aspects of his or her life that are significant to the resident
- Choices over schedules is specified to include *schedules of waking, eating, bathing, and going to bed at night, as well as health care schedules*

Gathering and Using Information

- Facility must:
 - Actively seek information
 - Be “pro-active” in assisting residents to fulfill their choices
 - Make residents’ choices known to caregivers

“Just-in-time” communication

Flow of info in the First 24 hours

Who needs what info by when?

- Consistent caregiver on each shift
- Food services
- Housekeeping
- On-coming shift
- Others

Systems to Support Just-in Time Communication

- ✓ Coordination by SW and CNA/Nurses
- ✓ Start-of-shift stand-up
- ✓ Shift-to-shift hand-offs
- ✓ Hand-offs to Weekend Staff
- ✓ Interdisciplinary Team
- ✓ Coordination between Rehab and Unit-staff

Making a Warm Welcome

- Entrance
 - What does your outside entrance and entryway look like?
 - Are you sitting up?
- Who welcomes at the door? escorts to room?
 - How is staff made available to focus on the welcome?
- What may be needed immediately for care and comfort?
 - (Bathroom, shower, meal, rest, unpack, pictures and belongings put around)
- Anchors:
 - Orientation to their room and surroundings, and routines
 - Opportunity to call family, have them join for meals
- Anticipate and avoid embarrassing moments for our new residents

Share Best Practices

Chart:

Current situations that occur that
make it not a good transition.

What can be done about them?

What about
transition from nursing home
to hospital?

Share Ideas and Strategies


Next Steps?

Break

Sit with your co-workers

Improving Internal Systems

- Science and Psychology of Change
- A Good Welcome
 - Internal changes
- Discharges
 - Improving process with the hospital
- Preventing hospitalizations
 - Critical thinking



Now with your team:

- Set goals
- Set measures
- Make plans

- Choose an Area
- Measure
- Try something new
- Involve staff in figuring it out
- Continually remeasure and continually adjust

WE KNOW THIS!

"Every organization is perfectly designed to get the results that it gets."

"We can't solve problems by using the same kind of thinking we used when we created them."

Albert Einstein

For more information:

www.nhqualitycampaign.org

www.BandFConsultingInc.com