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Partnering with Patients & Families; We Do Better Together

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Rationale for the project

- When: May 2016 – March 2017
- Who: patients and families/partners in care in all 7 Health PEI hospitals and the Provincial Palliative Care Centre
- Why: to eliminate formal visiting hours and to recognize families of patients are not visitors, they are a vital part of the care team



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The Goal of the Project or Strategy

- To improve patient and family centered care by March 2017 by introducing family presence policy and practices in Health PEI that support partnerships in care with families and caregivers as defined by the patient.
- Policy elements:
 - Family/partners in care are welcomed as essential members of the health care team and full partners in care, 24/7
 - Visiting hours for visitors may be limited based on the patient's preferences or care priorities (rest period or quiet hours may still exist)
 - Family presence may be interrupted to protect the privacy of other patients or to maintain safety, security or clinical requirements



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Measures

- Staff baseline survey (July 2016):
 - **94%** -presence of a family/support person is beneficial to patient care and outcomes
 - **86%** -aware of the visitation policy (i.e. visiting hours) of their facility/department
 - **80%** -the visitation policy responds to the needs of patients and families
 - **80%** -a family/support person is allowed to be present during treatment and procedures
 - **79%** -did not agree that the presence of a family/support person is disruptive to patient care and outcomes



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Measures

- Patient/family baseline survey (July 2016):
 - **88%** -the current visiting hours meet their needs
 - **86%** -are aware of the visiting hours at the location
 - **83%** -they received the same message about visiting hours from all staff
 - **48%** -have been asked to identify who should be considered as family/support
- Post-implementation surveys - Spring 2017
- Additional measures tracked quarterly through electronic incident reporting system:
 - complaints, fall incidents, behavioural incidents, medication incidents, critical incidents



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Tips & Tools for Others

- Communicate and engage with all stakeholders (e.g. infection control, security) – use several methods
- Leadership support is required – seek endorsement from key leadership committees at the facility and provincial level
- Provincial implementation is beneficial as it standardizes policy and processes
- Choose a collaborative, committed implementation team
- Include patient and family advisors on your team as they provide valuable insight and survey patient/families for a broader perspective

Health PEI
One Island Health System



“ We recognize that partnering with patients and families plays an important role in a patient’s overall well-being and recovery to optimal health and we encourage patients and families to become partners in care with all healthcare providers.

– Health PEI



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Health PEI Family Presence Policy – Staff Q&A

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One Island Health System

All Health PEI hospitals, long-term care facilities, and the Provincial Palliative Care Centre are adopting a family presence policy. Enhancing the patient experience is a strategic priority for Health PEI.

What is the goal of the family presence policy?

The goal is to recognize families are partners in the patient’s care, and ensure patients are welcome to have their loved ones with them to the degree that they wish, rather than restricted to specific visiting hours. The patient defines who their family or partners in care include, and when they can be present during their stay in collaboration with the patient care team.

The family presence policy distinguishes between family/partners in care and visitors. There may be interruptions to family presence to protect the privacy rights of other patients or to maintain safety, security or clinical requirements. Please refer to the **Health PEI Family Presence Policy** for more information.

“Isolating patients at their most vulnerable time from the people who know them best places them at risk for medical error, emotional harm, inconsistencies in care, lack of preparedness for the transitions of care, and unnecessary costs. Yet in many hospitals and health systems, outdated visiting policies still separate families and other loved ones during hospital stays.”

(Institute for Patient- and Family-Centered Care, Better Together campaign, ipfcc.org)

Why was the policy created?

The Institute for Patient- and Family-Centered Care has established an international campaign to change policies and the culture of visiting hours in 1,000 hospitals by 2017. This shift – from viewing family members as visitors – to focus on the belief that we are Better Together when we

In Canada, the Canadian Foundation for Healthcare Improvement has committed to challenging and supporting Canadian hospitals to adopt Better Together open family presence policies. (www.cfhi-fcass.ca)

Do we still have visiting hours?

No, we will no longer have set visiting hours; however, visitation may be limited based on the patient’s preferences or care priorities. Some facilities may still have rest periods.

Why are we eliminating visiting hours?

Research has demonstrated that the presence and participation of family members and friends as partners in care enhances the patient and family experience.

management of chronic
continuity of care
aligns with 1'



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