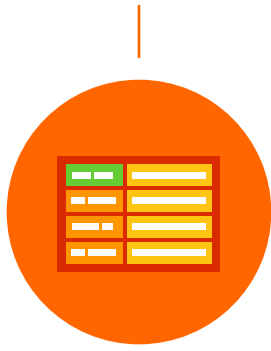


Nurturing the patient's family

Five ways to optimize the patient family experience.

1. Install HIPAA-compliant patient status boards

- + Streamline the patient check-in process for everyone involved¹
- + Keep family and friends informed of patient whereabouts and progress¹
- + Achieve more “excellent” patient satisfaction scores from family members¹
- + Reduce wait times and family member anxiety (key to improving HCAHPS scores)¹
- + Assure patient access to family members¹



3. Discuss management options upon discharge

- + Educate family members about ongoing care
- + Make at home caregivers feel recognized, valued and supported
- + Ensure languages and cultures of family members are considered

4. Provide safe, infection-free premises

- + Place hand hygiene posters and information around the facility
- + Invest in washroom dispensers that dispense hand towels hygienically one-at-a-time
- + Install hand sanitizers throughout the facility
- + Monitor family interactions with staff and equipment to avoid the spread of contagions
- + Hire a commercial cleaning company with EPA-registered disinfectants⁴



2. Communicate treatment plans regularly and effectively

- + Family members are more likely to adhere to the plan²
- + Family members are more likely to continue using your health services²
- + Answer family members' questions honestly and in terms they'll understand³
- + Family members are more likely to remain loyal to the physician²
- + Family members are more likely to recommend services to others²



5. Design patient rooms that address family members' needs

- + Make the room less clinical and more personal⁵
- + Consider the little things like the height of chairs in relation to the patient bed⁵
- + Provide comfortable sleeping and seating accommodations⁵
- + Give patients and family members the ability to control settings⁵
- + Keep up with technological needs of personal and mobile electronic devices⁵



1. Versus, Benefits. Retrieved from: <http://www.versustech.com/rtis-benefits/patients/> 2. Dutta, S., Syeda, U. (2015), HCAHPS and The Metrics of Patient Experience: A Guide for Hospitals and Hospitalists. Retrieved from: <http://healthcarecommunication.info/wp-content/uploads/0615-H-Patient-Satisfaction.pdf> 3. Davidson, J. et al. (2007), Clinical practice guidelines for support of the family in the patient-centered intensive care unit: American College of Critical Care Medicine Task Force 2004-2005. Retrieved from: <http://www.learnicu.org/docs/guidelines/patient-centeredintensive.pdf> 4. Rutala, W., Weber, D. (2008), Guideline for Disinfection and Sterilization in Healthcare Facilities, 2008. Retrieved from: http://www.cdc.gov/hicpac/Disinfection_Sterilization/3_4surfaceDisinfection.html 5. Phillips, T., Allison, D., Garvey, T (2013), Balancing Clinical Care Needs with Optimizing the Patient and Family Experience: A case for interdisciplinary design research and collaboration. Retrieved from: http://www.idindexcanada.com/2015/uploads/03Balancing_Clinical_Care_Needs_with_Optimizing_the_Patient_and_Family_Experience_-_Tamara_Phillips.pdf