

Background

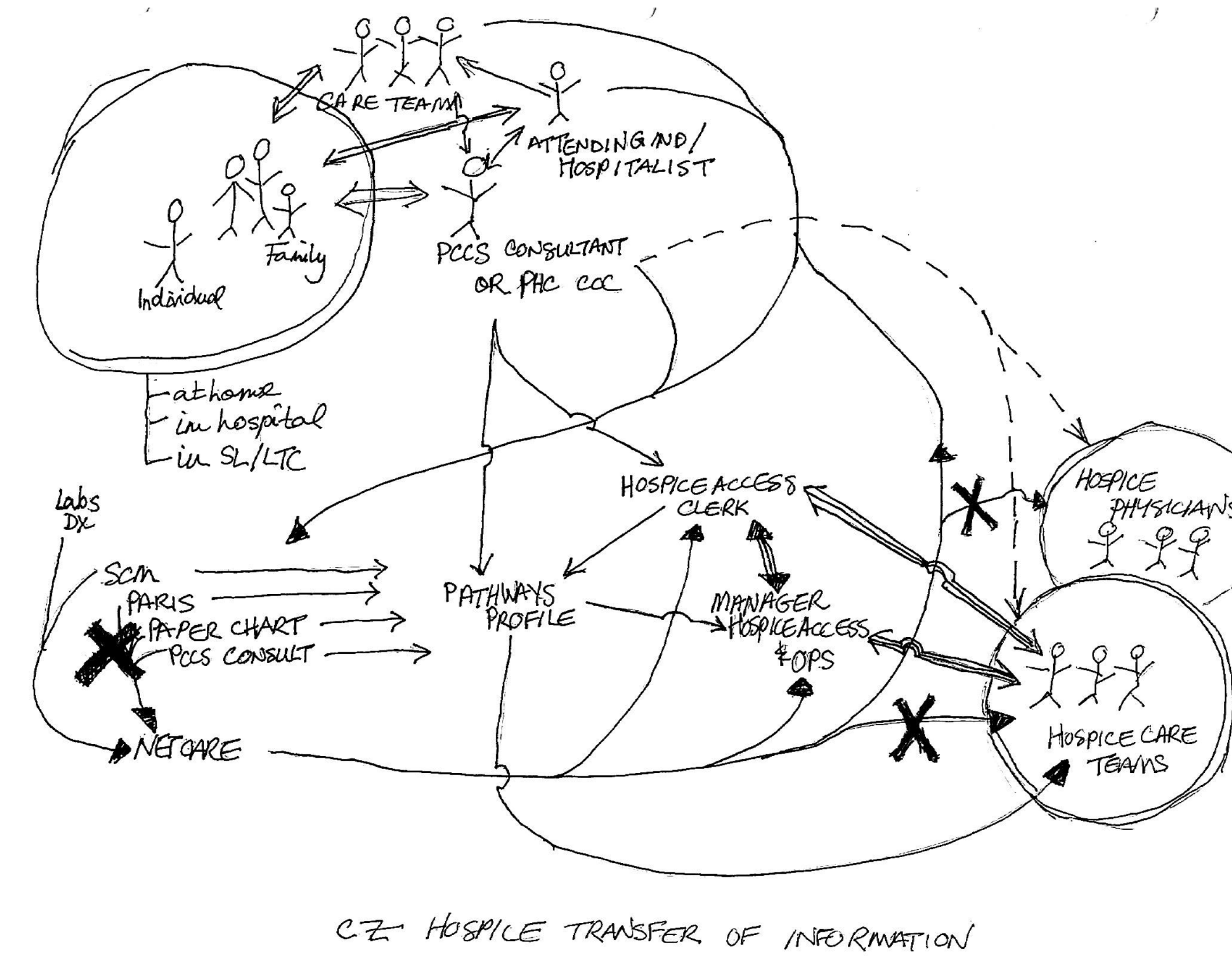
Effectively communicating information relevant to the care of the client during care transitions is a required organizational practice (Accreditation Canada).

When transferring clients to a residential hospice, timely sharing of accurate and relevant information is particularly critical, as care needs at end of life can change quickly.

Minimizing misunderstanding among health-care providers and with clients/families is necessary to maintain safety and continuity of care.

Calgary Challenges:

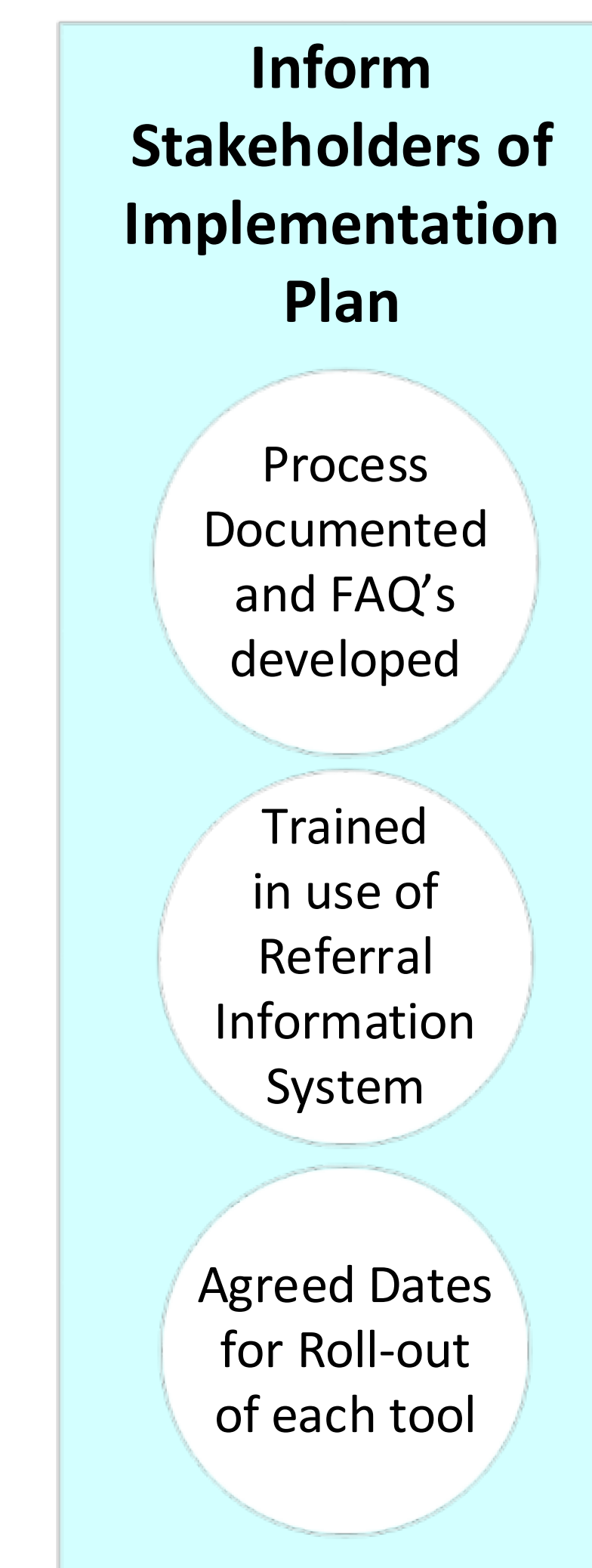
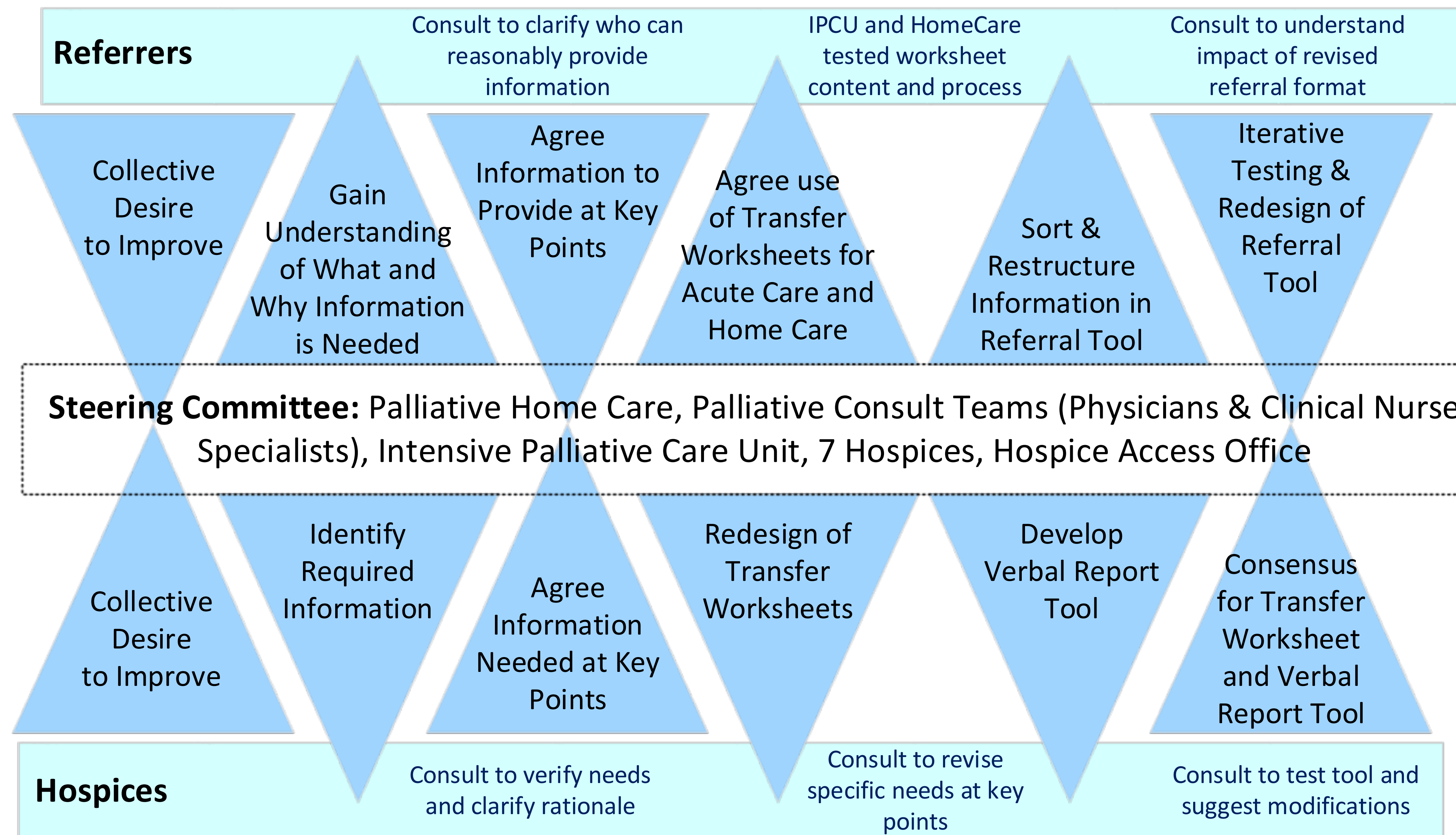
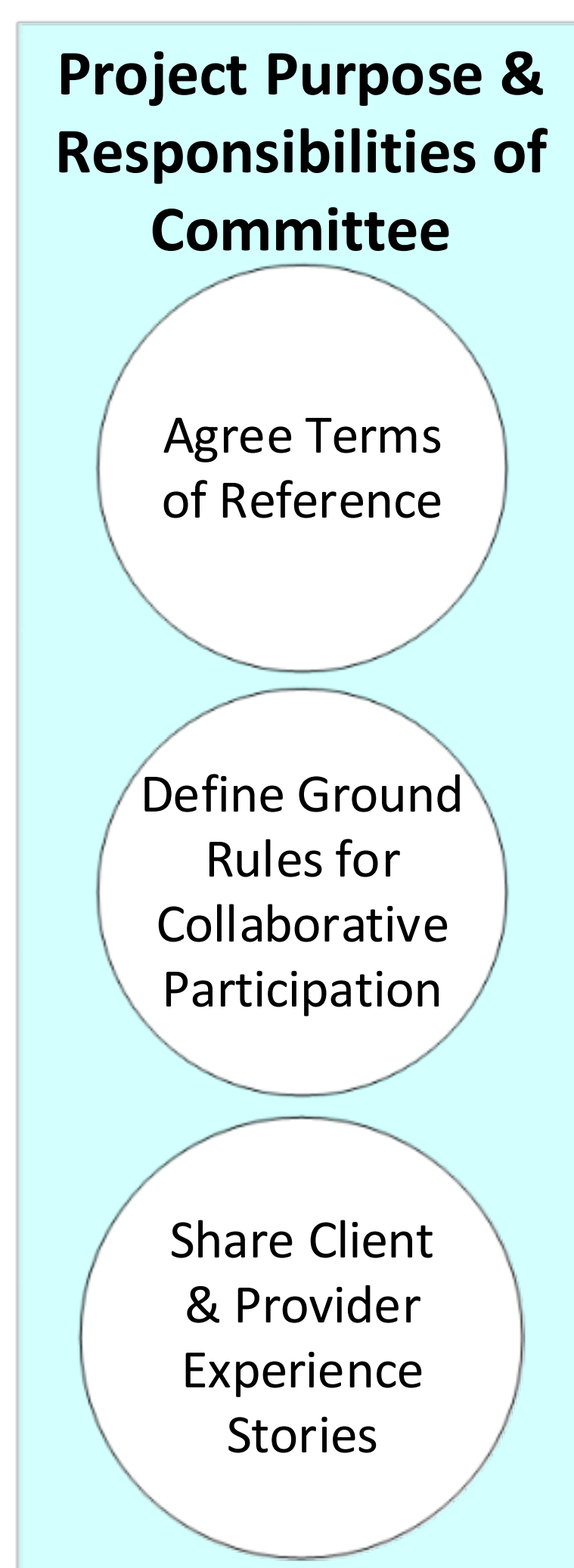
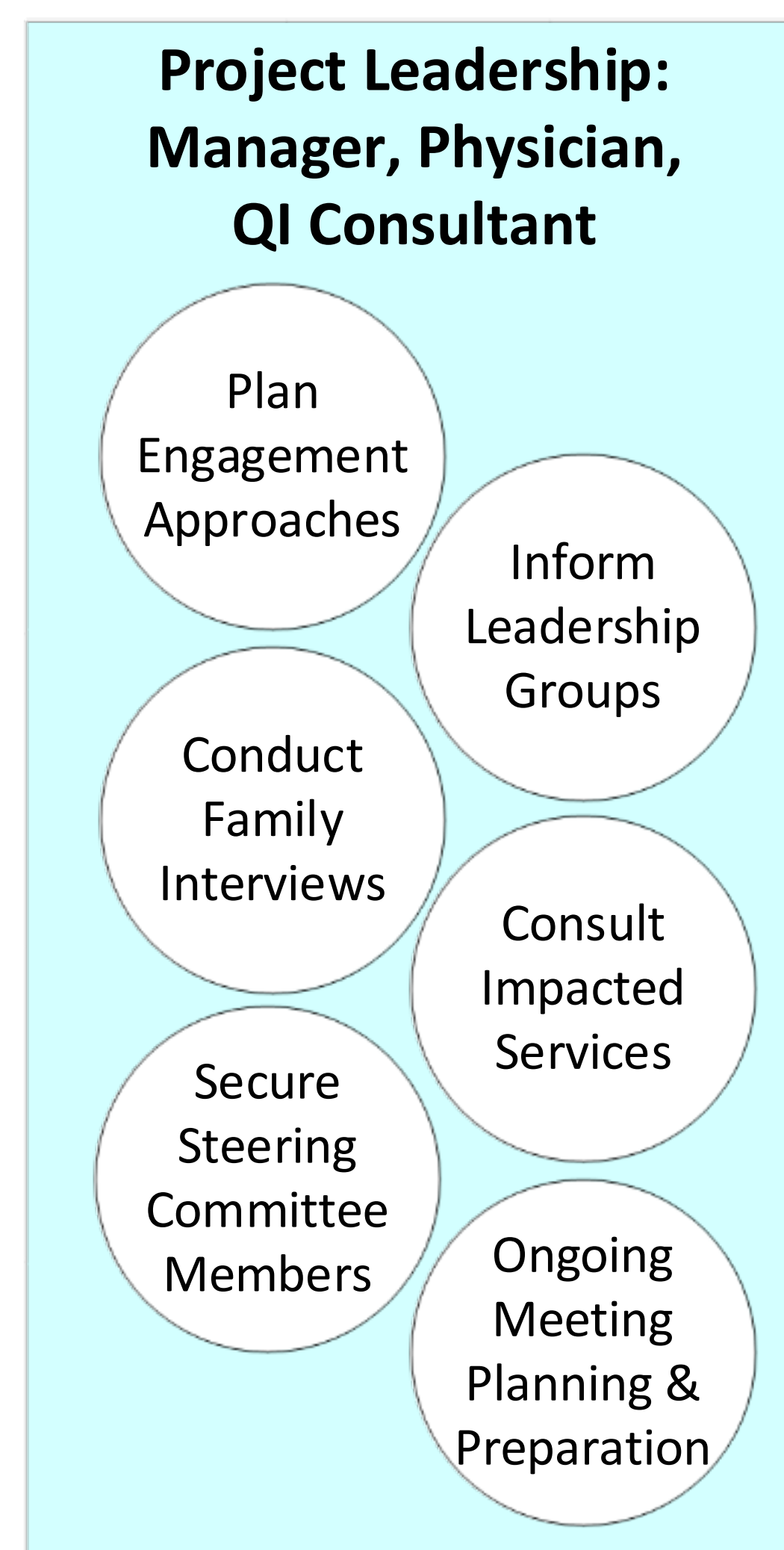
- Multiple service providers from many locations within and external to AHS
- Several information systems not accessible to all
- Inconsistent processes for sharing paper and electronic information
- Frustration and inter-professional distrust related to receiving incomplete or redundant information and when processes were time-consuming or perceived as questioning one's professional integrity



Aims

1. Information transfer processes are consistent and efficient
2. Information is accurate and relevant
3. Information sharing is collaborative and respectful

Methods



References

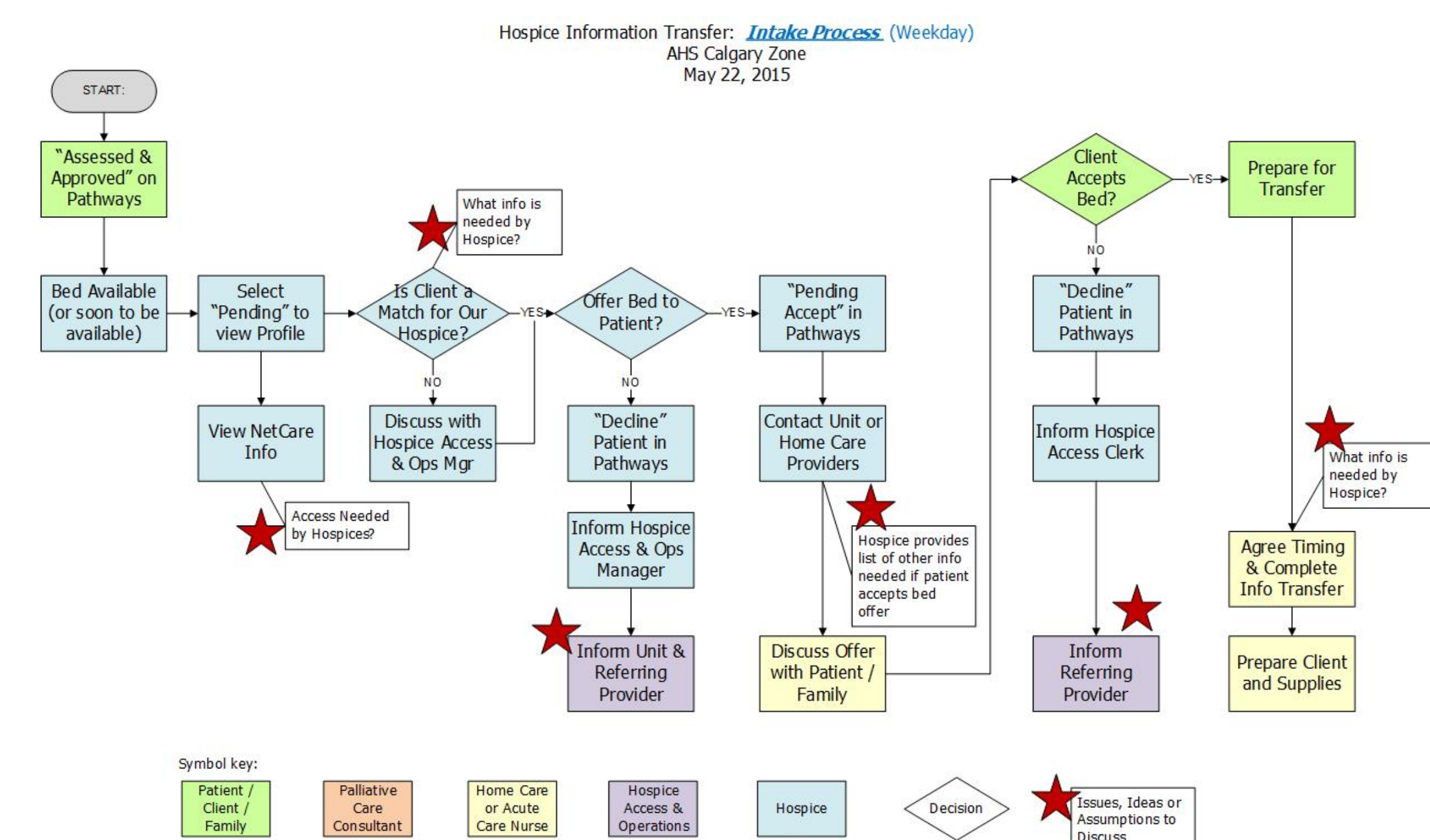
- **Information Transfer:** Accreditation Canada Standards - Hospice, Palliative, End of Life Services
- **Patient & Family-Centred Care:** Canadian Inter-professional Health Collaborative and AHS Engagement & Patient Experience approaches
- **Change Adoption:** Prosci© ADKAR Model – aware, desire, knowledge, ability, reinforce
- **Engagement:** AHS Clinical Engagement Department and the International Association for Public Participation (IAP²) Spectrum – inform, consult, involve, collaborate, empower
- **Ethics Review:** A pRoject Ethics Community Consensus Initiative (ARECCI) guidelines
- **Improvement Method:** AHS Improvement Way (AIW)TM – define opportunity, build understanding, act to improve, sustain results, manage change, share learning

Outcomes



COLLECTIVE AWARENESS:

- Assumptions
- Needs
- Barriers
- Impacts



TIMELY, ACCURATE AND RELEVANT INFORMATION SHARING:

Collaborative redesign of communication tools and processes

- ❖ **Referral:** Pathways Information System
- ❖ **Bed Offer:** Transfer Worksheet
- ❖ **Clinical Handover:** Verbal Report Tool

AGREEMENT OF ROLES & RESPONSIBILITIES

- ✓ Referrers' abilities enhanced through training and technology
- ✓ Decreased verbal handoff of referral information to Access Office Clerk
- ✓ Less duplication of information sharing
- ✓ FAQ's to reinforce processes and rationale