

# Advancing Collaborative Care and Improving Patient Care through Care Hubs: Seeing the Seeds of Change Take Root

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## GOAL:

*Patients will receive patient-centred care in the right place, at the right time, by the right members of their care team*

### Patients and staff are all a-twitter!

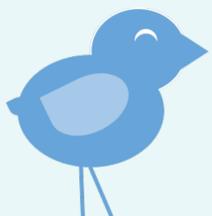
"I seemed to always have a nurse from our team checking in on us, and everyone really seemed to care about how we were doing. I felt like we really mattered!" – Patient

"There has definitely been increased safety for patients, not only around complex situations but managing medications." – CNE

"Working as a team enabled everyone to get to know patients on the team and provide the overall information needed when making plans for the patient." – Nurse

"You get to know more about the patients, talking to and working together with the nurses. You have more time for patient care." – HCA

"I love Care Hubs. I think they are fantastic. As a new grad, I was terrified when I came into work. It will be so much better for new staff now: they will have a mentor and someone they can count on as they build their assessment skills." – RN New Grad



Background	Design	Methodology	Challenges	Impact	Opportunities
<ul style="list-style-type: none"> <li>We want our patients to receive patient-centred care in the right place, at the right time, by the right members of their care team</li> <li>Our healthcare providers tell us they want to contribute their full knowledge, skills and abilities</li> </ul>	<ul style="list-style-type: none"> <li>A Care Hub is a sub-set of the Collaborative Care Team (primarily Regulated Nursing Professionals and Health Care Aides/ Psychiatric Aides) providing direct care working together with a group of patients towards shared care goals</li> </ul>	<ul style="list-style-type: none"> <li>Implementation Teams</li> <li>Project Management</li> <li>Change Management - Prosci's ADKAR model</li> <li>Quality Improvement - Plan-Do-Study-Act</li> <li>Supporting Materials</li> <li>Executive and Frontline Leadership Sponsorship</li> <li>Frontline Collaborative Care Leadership Development Program</li> <li>Evaluation Strategy</li> </ul>	<ul style="list-style-type: none"> <li>The practice shift from primary nursing to a Care Hub</li> <li>Staff focused on number of patients vs distribution of workload</li> <li>Lack of role clarity and working to full scope of practice</li> <li>Staff adjusting to assigning patients to Care Hub teams rather than to individual providers</li> <li>Preserving the focus of Care Hub Huddles</li> <li>Communication gaps exist from RAPID Rounds to patients and the Care Hub</li> <li>Inconsistencies in care planning</li> <li>Varied leadership engagement</li> </ul>	<p><b>Evidence Based Expected Outcomes:</b></p> <ul style="list-style-type: none"> <li>Improved health outcomes</li> <li>Decrease length of stay* and repeat admissions</li> <li>Improved patient satisfaction*</li> <li>Reduced call bells*</li> <li>Improved provider job satisfaction, role clarity, team communication and collaboration*</li> <li>More care providers working toward common patient goals*</li> <li>Reduced sick time, overtime and turnover*</li> </ul> <p><small>*Indicates actual outcomes observed on in scope units.</small></p> <p><small>*Collaboration with the implementation of additional AHS initiatives also attributes to the actual outcomes observed.</small></p>	<ul style="list-style-type: none"> <li>The seeds of change have been well rooted and expected to continuously improve as teams focus on optimizing and sustaining the practice change to Care Hubs</li> <li>A Care Hub Functioning working group addressed challenges and developed additional resources</li> <li>Evaluation activities will be ongoing</li> <li>Collaborative Care (including Care Hubs) is in the planning phase of spread to additional practice areas across AHS</li> </ul>