

# Seniors Health Strategic Clinical Network™

## ***Patient & Family Centred Care***

Elder Friendly Care

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# Patient & Family Centred Care (PFCC)

## Resources

Personal Directive

Supported Decision Making Authorization

<http://www.humanservices.alberta.ca/guardianship-trusteeship/personal-directives-how-it-works.html>



What does Patient and Family Centered Care mean to you?



Before we share patient information we often question ourselves. Our concern comes from a valid viewpoint – no one wants their personal information shared with just anyone – and sometimes the patient's desires are specific.

We often wonder how much we can share. The importance of protecting information is reinforced in a many ways:

Alberta FOIPP Act (Freedom of Information and Protection of Privacy)

AHS Orientation Passport objective: Understand the importance of and their role in protecting confidential information in accordance with the HIA and FOIPP acts.

AHS Annual Continuing Education (ACE) module: Collect it Protect it.

AHS learning module on Decision Making Capacity (DMC)

Discussion:

Have you experienced confusion around sharing patient information? What was the situation?



An AHS Family Advisor related her frustration trying to communicate from “the other side”. She was an experienced nurse, but once she was in the role of family member, she was blocked from important information by staff.

**Discussion:** Have you had an experience from “the other side”? Did you experience any confusion or frustration?

In most cases, we don’t have to be overly concerned about sharing information with a patient’s family. But every person’s situation is unique:

- Some older adults don’t have a family member.
- Some want to include, or even prefer, a friend or neighbour.
- Internal family dynamics may not be supportive.
- Family members may be estranged, or there may be suspicions of financial abuse.

AHS has tools to help involve significant others in decisions and information sharing,

- The Personal Directive (PD)
- Supported Decision Making Authorization (SDM)

Every Adult 18 and over should have:

- a personal directive
- a supported decision-making agreement
- an enduring power of attorney
- a will

**Reference:**

Freedom of Information and Protection of Privacy website:

<https://www.servicealberta.ca/foip/>

# Personal Directive

You choose a designated person to make personal decisions for you if you can't make them yourself because of injury or illness

Your agent does not step in until you need help

If you get better, you can take back the power to make your own decisions

A sample of the Alberta Personal Directive form. The form is titled "Alberta Government" and "Personal Directive". It includes sections for: 1. Revocation of previous personal directive, 2. Designation of agent (with options for Option One, Option Two, and Option Three), and 3. Areas of authority. The form also includes a section for "Provide the following information and instructions to be followed by a service provider who intends to provide personal services to me." and a footer with "Page 1 of 4".

A personal directive is like a living will, which outlines end-of-life wishes, but is broader. A personal directive can be about health care decisions, where you live, the activities you take part in, etc.

With a personal directive, you choose one or more persons you trust to make personal decisions for you if, in the future, you can't make them yourself because of illness or injury.

The person(s) you choose is called your agent.

You write a personal directive when you can still make your own decisions. Your agent does not step in until you need help, which is confirmed through a capacity assessment. If you get better, you can take back the power to make your own decisions. Your power to make your own decisions is confirmed through a capacity assessment.

## Reference

<http://www.humanservices.alberta.ca/guardianship-trusteeship/personal-directives-how-it-works.html>



# Supported Decision-Making Authorization (SDM)

- Patient chooses with whom health care providers can share information
- *The patient can specify the amount and type of information*



The image shows a sample of the 'Supported Decision-making Authorization (Form 1)' form. The form is titled 'Supported Decision-making Authorization (Form 1)' and includes a header note: 'Acrobat Reader 7.0 is required to complete, save & submit this form.' The form is divided into several sections: 1. Termination of previous supported decision-making authorization, 2. Appointment of supporter(s), 3. Decisions respecting personal matters for which supporter has authority, 4. Authority of Supporter(s), and 5. Effective dates of supported decision-making authorization. The form includes fields for the patient's name, address, and contact information, as well as fields for the supporter's name, address, and contact information. It also includes checkboxes for the patient's consent and the supporter's authority.

Supported decision-making lets you give someone you trust legal authority to:

- access relevant personal information about you (e.g. health care records)
- think through a decision with you
- communicate a decision for you

The person you choose is called your “supporter”.

You can have up to 3 supporters and you can choose the areas where each has authority (e.g. health care, employment, etc.).

We often rely on family and friends to help us make decisions, but there are limits to what they can do without legal authority.

For example, although you are closely supported in the community by a friend or neighbor, care providers in a hospital won’t know this unless it’s clearly communicated. The person who normally helps you with decisions may be excluded from your health information because staff are obligated to follow the rules established to protect your sensitive health information.

With a supported decision-making agreement in place, your doctor, pharmacist, nurse, etc. can speak directly with your supporter and discuss information that’s considered personal.

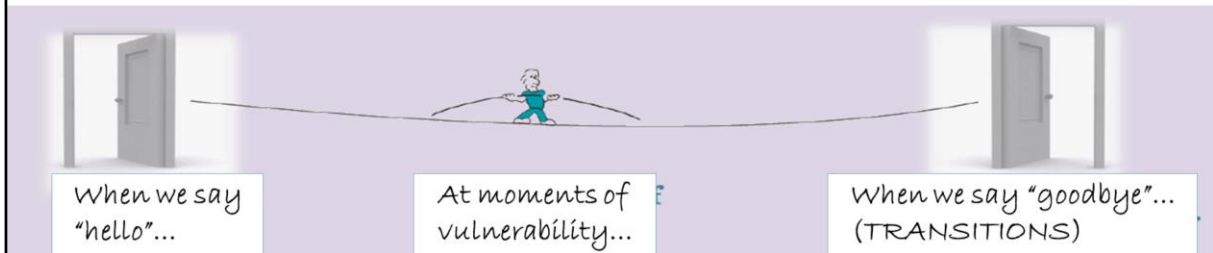
You still make your own decisions but your supporter can help you communicate your questions, interests and decisions.

# What matters to Patients & Families?



"Please respect me"  
"Please listen to me"  
"Please involve me"  
"Please don't confuse me"

## When do they want this most?



Notice the things that matter to patients and families. Respect. Being heard. Being involved and not being confused. Many AHS initiatives address these issues (i.e. CoACT, PFCC, Patient Care Advisors, Nametags, NOD, Whiteboards, etc.).

If these are in place in your area – is there room for further improvement?

Think about unit processes, for example discharge teaching.

- Are there ongoing conversations about medications and test results, and the plans for discharge/follow-up, or are patients bombarded on discharge with a complex message?
- Is there a chance for patients to internalize what they've heard and ask questions later?
- Have we told patients how to get questions answered after they've gone home?



How do you feel about these questions?

What questions do/could you ask during interactions?

Alberta Health Services

### 3 Important Questions to Ask

To Promote Conversation Between Healthcare Providers and Patients

1. What is my main health condition?
2. What do I need to do?
3. Why is it important for me to do this?

Encourage Patients to Ask These 3 Important Questions to Improve Communication In Every Healthcare Interaction.

Encourage Patients to Understand the Answers to These 3 Important Questions to Improve Health Outcomes

This Practical Wisdom Adapted From:  
National Patient Safety Foundation (2011). AskMe3. Retrieved from:  
<http://www.npsf.org/for-healthcare-professionals/programs/ask-me-3/>  
National Patient Safety Foundation (2011). AskMe3. Retrieved from:  
<http://www.npsf.org/for-healthcare-professionals/programs/ask-me-3/>

What is helpful about these 3 questions?

**1) What is my main health condition?** Can focus patient learning on their primary health issue.

**2) What do I need to do?** Allows health care providers to focus education and goal setting e.g. inject your own insulin with an auto injector, learn your changed prescription, be able to walk 50m and up 2 flights of stairs.

**3) Why is it important?** I can teach about medications, how mobility will ensure they can take care of themselves at home.

#### Discussion:

Do you see any opportunity for improvement?

What if the patient's main concern is not a health condition?

How can we let the patient drive the conversation?

The patient's expectations and beliefs impact their health outcomes. How can we learn more about these expectations and beliefs?

## How can we be more patient and family centered?

- Identify on admission who the patient wants to include in conversations about their care
- Consider using the Supported Decision-making authorization
- Involve patients and families
- Respect them by communicating things they will need to know
- Ask “Is there is anything we can do to improve your care experience?”



### How can we be more patient and family centered?

- Identify on admission who the patient wants to include in conversations about their care
- Consider using the Supported Decision-making authorization
- Involve patients and families in their care
- Respect them by communicating the things they will need to know
- Ask them throughout their stay how they feel about their care, and if there is anything we can do to improve their experience.

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3	wanderluster	Happy Couple	<a href="https://www.istockphoto.com/ca/photo/happy-couple-gm464230997-32883850?clarity=false">https://www.istockphoto.com/ca/photo/happy-couple-gm464230997-32883850?clarity=false</a>	<a href="#">iStock standard licence</a> <a href="https://www.istockphoto.com/ca/help/licenses">https://www.istockphoto.com/ca/help/licenses</a>
4, 5	michaeljung	Mid age doctor discussing x-ray results to patient	<a href="https://www.istockphoto.com/ca/photos/mid-age-doctor-disscusing-x-ray-results-to-patient">https://www.istockphoto.com/ca/photos/mid-age-doctor-disscusing-x-ray-results-to-patient</a>	<a href="#">iStock standard licence</a> <a href="https://www.istockphoto.com/ca/help/licenses">https://www.istockphoto.com/ca/help/licenses</a>
8	AHS	What Matters to Patients & Families	AHS Insite: PFCC	Creative Commons BY-NC-ND
10	AHS	3 Important Questions to Ask	AHS Insite: PFCC	Creative Commons BY-NC-ND