

# Patients have their say

Nov. 2019 Update

What resources do patients need to safely transition from their communities, to hospitals and then back home again?

In October, we asked the experts. The people who witness every step of a transition, from beginning to end. Of course, we're talking about patients and families.

"Transitions are the fuzzy grey space between when one service stops and one service begins. My experience has been that I usually live in those grey spaces all by myself," said Sandi Oelhaupl, patient/family advisor, at a recent Patient Discovery Day for the Home to Hospital to Home Transitions Guidelines project.

Sandi, of Calgary, helps navigate care for her 21-year-old daughter who has a physical and cognitive disability. Her daughter has been hospitalized 10 times over the last year.

Home to Hospital to Home Transitions Guidelines being developed for Alberta aim to ensure patients and their families have the support they need through multiple points on a patient's journey — from checking if patients have a family doctor when they come to a hospital and are admitted, through referral and access to community supports when they are discharged.

"I am hoping that, looking at transitions, everybody (all providers) talk to one another, so I don't always have to be that conduit between people," Sandi said.

The new guidelines, which are being facilitated by the Primary Health Care Integration Network but reflect input from many stakeholders, will be the first province-wide guidelines of their kind in Alberta. They will be used by healthcare workers in acute, primary and community care settings.



Kyla (left) and her mother Sandi (right). Sandi is a patient/family advisor

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- Sandi, patient/family advisor



### Highlights from October's Patient Discovery Day

A team, co-led by patients, organized the Patient Discovery Day to help better understand patient and family experiences across the province. They also explored what patient resources already exist in Alberta to help patients and families with transitions.



Over the next few months, the team will work to recommend patient resources that should be made available to help patients and families understand their role in the transition process and be equal partners in their care journey.

The Patient Discovery Day included:

- 1 Stories from patient and family advisors, including Sandi, who have experienced transitions and have ideas for what resources could help Albertans feel supported when they enter the hospital and once they return home
- 2 A review of patient transition resources that already exist, such as [Green Sleeves](#), for the group to consider as part of their final package of resources for patients

### Looking to the future

"I hope this transition work will make sure those kiddos that can't speak for themselves and those people who don't have a mom who is making sure all the dots are connected, are connected," said Sandi.

The guidelines are currently being finalized and will be available across the province in 2020 to support healthcare teams with their transition projects.



Have questions? Want to have your say on how Alberta's new Home to Hospital to Home Transitions Guidelines can be implemented in a way that works for your region and practice?

Visit our [engagement website](#), share your perspective and ask us anything!