

Frequently Asked Questions

My Next Steps: Getting ready to leave the hospital

A new patient discharge readiness resource is now available to help Albertans become more active participants in their transitions from hospital to home.

1. What is My Next Steps resource?

My Next Steps is a new patient self-management tool to help patients share what matters most to them, and to have their questions answered before they are discharged from the hospital, so they can be active participants in their transitions. It offers care options and questions to consider, information, and resources to support patients in having discharge and transition conversations with their healthcare team.

My Next Steps can help staff be more efficient with answering patient questions well in advance of the actual discharge; call bells may be reduced as well as the number of pages to healthcare providers to answer patient questions.

It was created with patient advisors for patients and can be used for adult patients admitted to any hospital in Alberta.

2. What type of patients will benefit from receiving My Next Steps?

My Next Steps supports a broad range of adult patients across Alberta, regardless of their condition or reason for their hospital admission. It's particularly beneficial for patients who are admitted for planned surgeries, assessments or treatment, to help them prepare to transition back to their home or community setting. It may also benefit patients who are discharged from an Emergency Department or Urgent Care Centre. Patients can find it helpful to have their designated support person or family member with them (in person or virtually) when reviewing My Next Steps and during their discharge conversation.

Staff should use their clinical discretion for patients with cognitive challenges, dementia, mental health conditions or other challenges reading or understanding the information, as it may not be an appropriate resource for all patients.

3. Why is the My Next Steps resource important for patients?

Patients have shared that it is important to have a meaningful and understandable discharge conversation with their healthcare providers, where they can have all their questions answered in a useful and timely manner, reducing the need to return to the emergency department or be readmitted.

My Next Steps helps patients think about questions they may want to ask their healthcare team, so they feel confident about going home with the right information on actions they should take for follow-up care, test and appointments. This tool will ultimately support patients to be active partners in their care, will improve patient experiences, and will improve Patient-and Family-Centred Care delivery.

4. Who should go through My Next Steps with the patient?

Members of the care team, such as a nurse, transition coordinator, physician or other provider, can help ensure patients' questions are answered before discharge. A staff script is available to help introduce My Next Steps to patients and family/caregivers at an appropriate time in their admission to hospital.

5. What if I don't have enough time to go through it or I can't answer all the patient's questions?

It's okay if you don't have all the answers. Help the patient get their questions answered by the most appropriate member(s) of their care team. Remember, a discharge conversation doesn't have to be a one-time event and can happen anytime during a patient's admission.

To help you work as efficiently as possible, give My Next Steps to patients well in advance of their discharge conversation so they can determine which questions they need answered.

6. How does MNS complement the patient discharge summary or Connect Care After Visit Summary?

Based on stakeholder feedback, care was taken not to duplicate information or cause any confusion with other patient discharge documents that contain personal health information, details about their care plan, medications and follow-up instructions. My Next Steps contains general information and prompting questions that can be helpful for a broad range of patients, conditions, and reasons for hospitalization.

7. When should patients receive the My Next Steps resource?

Based on patient, family and other stakeholder feedback, My Next Steps is most helpful when shared with patients upon admission, during rapid round conversations and at least three days prior to discharge. Patients could also receive My Next Steps from their Family Physician or Home Care staff prior to a planned hospital admission, or from a specialist during a pre-surgery consultation.

8. Where do I find or get copies of My Next Steps?

My Next Steps is now available:

- Alberta Health Services website: [My Next Steps: Getting ready to leave the hospital](#)
- QR code:



In early 2023, My Next Steps will become available in Connect Care and on [MyHealth.Alberta.ca](#)

9. Is My Next Steps available in multiple languages?

Starting in fall-winter 2022, the initial prototype is being piloted in English only at a variety of sites and units throughout the province. Once further staff, patient, family and stakeholder feedback has been incorporated and the content is finalized, the document will be translated into multiple languages.

10. Who was involved in creating this patient resource?

My Next Steps was co-developed by the Patient Transitions Resources Team, which is comprised of patient and family advisors from across the province. My Next Steps aligns with [Alberta's Home to Hospital to Home Transitions Guideline](#) initiative, which aims to improve transitions in care.

Key development partners included Health Link, Health Literacy, Collaborative Care/CoACT, Allied Health Professional Practice & Education team, Indigenous Wellness Core, Prehabilitation Project Team, Long-COVID project team, Home Care, Patient & Family Advisors, Provincial Clinical Nurse Educators, Primary Data Support, Primary Care Networks Transition in Care working groups, Spiritual Care, and many more.



For questions or more information, please contact PHC.IntegrationNetwork@ahs.ca

