

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. It offers questions to consider, information and resources to support patients and families in having discharge and transition conversations with their team.

My Next Steps can help staff be more efficient with answering patient questions well in advance of their actual discharge.

2. Why is the My Next Steps guide important for patients?

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

This guide will ultimately support patients to be active partners in their care, will improve patient experiences and will improve patient-and family-centred care delivery.

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

My Next Steps can be used for most adult patients across Alberta, regardless of their condition or reason for their hospital admission. Patients are encouraged to have their designated support person or family member with them (in person or virtually) when reviewing My Next Steps and during their discharge conversations, particularly for those with cognitive challenges, dementia, mental health conditions or challenges with understanding the information.

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 the guide to patients and family/caregivers.

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, discharge conversations don't have to be a one-time event and can happen anytime during a hospital stay.

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 After Visit Summary?

The discharge summary or After Visit Summary gives specific details about medical history and post-hospital care. My Next Steps helps patients navigate the conversations that lead up to the actual discharge.



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:

- Connect Care: Safe Discharge Checklist Flowsheet – 3 Days Prior to Discharge
- Alberta Health Services website: [My Next Steps: Getting ready to leave the hospital](#)
- QR code:



<https://qrco.de/bf8yru>

9. Is My Next Steps available in multiple languages?

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.

