

PARTNERS IN HEALING®

Michelle Van De Graaff RN BSN

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NYSPFP Webinar




**Intermountain
Healthcare**
Healing for life®



WHAT IS *PARTNERS IN HEALING*®?

- Voluntary program which engages patients and family as *partners* in hospital care:
 - Prepares patients and families to manage health at home.
 - Increases efficiency and responsiveness.
 - Improves family communication with the healthcare team.



KIRIBATI



CALEB



INTERMOUNTAIN MEDICAL CENTER



VIDEO

<https://youtu.be/MOBHHGGkGuY>




HOW DOES *PARTNERS IN HEALING*[®] WORK?

- Introduce with brochure
- Train participant
 - Badge
 - Activity checklist
- Tour dietary/blankets
- RN chart teaching
- RN/PCT chart ongoing tasks



PARTNERS IN HEALING
Families partnering with healthcare teams to care for patients and prepare them to transition home



We are happy to invite you to participate in the "Partners in Healing" program with us. As a family member or friend to our patient, we invite you to become a partner with us in the care of your loved one. We have several purposes for asking this of you:

1. We hope to help you learn how to do specific cares so that when you take your loved one home, you will feel more comfortable with that transition.
2. We wish to have you as our partner in care so that current needs and potential discharge needs of your loved one can be met more efficiently.
3. We also want to partner with you to give and receive important information about your loved one.


This program is completely voluntary. Please know that at any time, you may choose to take a break from the program. We will only assume you are participating if you are wearing the "Partners in Healing" badge.

Thank you for your willingness, and we hope you will find you can become an effective partner in healing with us.

THROUGH PARTNERS IN HEALING YOU CAN SHARE IN THE CARE RESPONSIBILITIES OF YOUR LOVED ONE

Here's how it works:

- You will receive a pin to wear to show that you're part of the program. When we see the pin, we'll know we can include you in your loved one's care.
- We will teach you how to do specific caregiving tasks. This will help you be more prepared to help your loved one when they go home.
- You can give us important information about your loved one and their condition. For example, we may ask you to keep track of what foods they ate, how many times they used the restroom, or whether they took a walk in the hallway.
- We will show you how to make sure your loved one is safe and well cared for. This might include making sure that everyone washes their hands before entering the room, or helping to prevent falls.



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Partners in Healing Activity Checklist

Patient Name: _____ Partner Names: _____ Date: _____

Please write in each hour that you will be helping the patient.
Example: 8 a.m., 9 a.m., 10 a.m.

| Hour | Activity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|------------------------------|---|---|---|---|---|---|---|---|---|---|----|----|----|
| Core Activities | | | | | | | | | | | | | |
| | Review medicine purposes and possible side effects | | | | | | | | | | | | |
| | Learn proper body mechanics to safely lift the patient | | | | | | | | | | | | |
| | Safely help the patient to chair for meals | | | | | | | | | | | | |
| | Safely help the patient on walks in the hall | | | | | | | | | | | | |
| | Safely help the patient to restroom | | | | | | | | | | | | |
| | Measure fluid intake (in mL, 30 mL = 1 ounce) | | | | | | | | | | | | |
| | Measure urine amount (in mL, 30 mL = 1 ounce) | | | | | | | | | | | | |
| | Record urine color (yellow or amber) | | | | | | | | | | | | |
| | Record urine character (clear or cloudy) | | | | | | | | | | | | |
| | Get warm blankets as needed | | | | | | | | | | | | |
| Additional Activities | | | | | | | | | | | | | |
| | Deep breathe with the incentive Breathing Spirometer every two hours (while awake) | | | | | | | | | | | | |
| | Cough with pillow every two hours (or as needed) | | | | | | | | | | | | |
| | Measure amount of meal eaten (all, most, some, little, or none) | | | | | | | | | | | | |
| | Record weight | | | | | | | | | | | | |
| | Record blood pressure | | | | | | | | | | | | |
| | Learn to apply and change TED hose | | | | | | | | | | | | |
| | Apply leg squeezers (sequential compression device) | | | | | | | | | | | | |
| | Apply braces | | | | | | | | | | | | |
| | Learn how to assess and care for a wound | | | | | | | | | | | | |
| | Learn to give aerosolized respiratory medicines (with a respiratory therapist) | | | | | | | | | | | | |
| | Learn to give diabetes medicines or medicines by injection (with a nurse or a pharmacist) | | | | | | | | | | | | |
| | Learn to change a colostomy bag | | | | | | | | | | | | |

Partner Responsibilities

- Understand how to prevent falls
- Always wash hands before and after touching patient
- Order food for patient (clarify daily diet order and restrictions with nurse or dietician)
- Always use call light for help if problems arise
- Wear gloves as needed
- Call if you need any help with equipment (chest tube, IV pole, catheter, oxygen, etc.)

Nurses Responsibilities

- Review the Activity Checklist with Partners, and initial those activities that are appropriate
- Carefully train each Partner to perform the appropriate activities
- Follow up each shift to ensure the activities are being done correctly
- After completion, review the Activity Checklist and sign your name
- Ask your patient care tech to chart this information electronically
- Save this signed copy for the patient's medical record

Nurse Name: _____ Nurse Signature: _____ Nurse Initials: ____ Date: _____
 Tech Name: _____ Time Documented in Patient Chart: _____ Added form to Patient Record:

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Do not discard this form

PARTNERS IN HEALING[®]-- CLINICAL OUTCOMES STUDY

September 2008– October 2016

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Michelle Van De Graaff RN BSN, Sarah J Beesley MD, Jorie Butler PhD, Jose Benezillo MA MS, Justin B Poll PhD, Thomas Oniki PhD, Morgan Francis BS, Dale Cable RN, MSN, Ramona O Hopkins PhD, Donald L Lappe MD, Samuel M Brown MD

<https://www.ncbi.nlm.nih.gov/pubmed/29406225>

Retrospective review of adult cardiothoracic surgery patients:

- 465 participants in Partners in Healing, 200 were matched with control patients
- Controls were exactly matched by surgical procedure, age, attending surgeon, year of procedure
- A 2-sided $p < .05$ was considered statistically significant, **study $p = 0.003$**
- ***65% reduction in 30 day all-cause readmissions***

7,982 patients underwent relevant procedures:

- Coronary bypass
- Open valve repair or replacement
- Pericardial window
- Thoracotomies
- Video assisted thoracotomies
- LVAD implantations
- Heart transplants
- Ascending aortic aneurysm repairs
- Esophagogastrectomies
- Esophageal repairs
- Sympathectomies
- Pectus excavatum repair

PATIENT DEMOGRAPHIC CHARACTERISTICS AND OUTCOMES

| Variable | All Partners in Healing Participants (N = 465) | Matched Participants (n = 200) | Matched Control Subjects (n = 200) | P Value ^a |
|--|--|--------------------------------|------------------------------------|----------------------|
| Age, mean ± SD, y | 59.6 ± 15.42 | 64.5 ± 11.4 | 64.5 ± 11.4 | .947 |
| Female | 120 (25.8%) | 52 (26.0%) | 61 (30.5%) | .187 |
| APR-DRG severity of illness | .811 | | | |
| 1 (Minor) | 69 (15.1%) | 21 (10.5%) | 23 (11.5%) | |
| 2 (Moderate) | 204 (44.7%) | 105 (52.5%) | 98 (49.0%) | |
| 3 (Major) | 118 (25.8%) | 47 (23.5%) | 50 (25.0%) | |
| 4 (Extreme) | 65 (14.2%) | 26 (13.0%) | 29 (14.5%) | |
| 30-d all-cause readmission | 32 (6.9%) | 10 (5.0%) | 27 (13.5%) | .003 |
| 30-d all-cause mortality | 6 (1.3%) | 2 (1.0%) | 3 (1.5%) | .500 |
| Length of stay, mean ± SD, d | 9.1 ± 6.6 | 8.8 ± 5.3 | 8.9 ± 7.2 | .856 |
| No. of ED visits within 30 d of discharge ^b | .309 | | | |
| 0 visits | 410 (88.4%) | 177 (88.5%) | 167 (84.7%) | |
| 1 visit | 46 (9.9%) | 23 (11.5%) | 27 (13.7%) | |
| 2 visits | 6 (1.3%) | 0 | 2 (1.0%) | |
| 3 visits | 2 (0.4%) | 0 | 1 (0.5%) | |

APR-DRG = All Patient Refined Diagnosis Related Group.

^a Between matched participants and matched control subjects.

^b Only patients discharged alive were included in this secondary outcome analysis (all patients = 464; case subjects = 200; control subjects = 197).

SURVEY RESULTS

Participants invited to complete survey (n=106):

“1. The *Partners in Healing*[®] program greatly enhanced our transition home”

92% rated it 4 or 5 out of 5

“2. I would highly recommend this program to other patients and families”

94% rated it 4 or 5 out of 5

SURVEY RESULTS continued

3. “Please write your general suggestions or concerns below”

106 unstructured written responses were qualitatively analyzed and four themes were identified:

- a. Family members expressed **praise** and **gratitude** for Partners in Healing
- b. Family member acquired relevant **caregiving skills**
- c. Family members reported feeling **empowered, integrated into the care team, reduction in anxiety, increased confidence** in home caregiving tasks and like they were aiding the patient’s healing process.
- d. Family members thought the program should be **offered to all families** and during all phases of hospitalization including ICU.

SURVEY RESULTS

Sample of Participant Quotes

- “We (wife and I) thank you for allowing us the **dignity** to be part of each other’s lives.”
- “I really appreciated being given the **authority** to assist in my husband’s recovery.”
- “Once this program is fully up and running it will help families make the **transition** to bringing their loved one home. And, we think it helps the staff too when the “Partner” knows what to do – Win-win!!! We’re glad we were here for this.”
- “Partners in Healing **empowered** me during such a difficult time. It also allowed my husband to recover faster...”
- “...more importantly [this program] gives the family member better **understanding** of what needs to be done and why, so the patient can recover more quickly.”
- This program helped me [the caretaker] feel the **confidence** that I would be able to do what is needed once we arrive home.”

PATIENT EXPERIENCE OUTCOME STUDY

December 2012-December 2016

| | Program Participants | Matched Non-Participants | Difference |
|--|----------------------|--------------------------|------------|
| Care Transitions Domain | 68.7 | 62.3 | +6.4 |
| Understood purpose of medications | 66.7 | 65.9 | +0.7 |
| Staff took preferences into account | 67.3 | 58.3 | +9.1 |
| Understood managing of health | 71.4 | 63.6 | +7.9 |
| Nurse Communication Domain | 80.2 | 76.0 | +4.2 |
| Nurses treated with courtesy & respect | 87.8 | 84.6 | +3.1 |
| Nurses listened carefully to you | 73.5 | 72.7 | +0.8 |
| Nurses explained things understandably | 79.6 | 71.0 | +8.6 |
| Pain well controlled during stay | 68.9 | 67.3 | +1.6 |
| Got help as soon as wanted | 58.7 | 61.1 | -2.4 |
| Number of Patients (N) | 49 | 636 | |

Numbers in table are "top box" HCAHPS scores

STAFF PERCEPTION

Benefits of *Partners in Healing*

- **Patients and families are more confident in their care**, making their transition home much easier.
- **Patients may recover faster.** Families can often encourage a patient toward progress more easily than a clinician can.
- **Patients safety is enhanced.** Improving communication between the patient, family member, and care team increases safety.
- **Patient needs are met more efficiently**, allowing staff additional time to complete critical tasks.



QUESTIONS?

michelle.vandegraaff@gmail.com