

# Care Partner Program

## Checklist for Frontline Staff



Pre-admission to admission	
Identify care partner as soon as possible	<ul style="list-style-type: none"> <li>✓ upon check-in or pre-admission testing for elective admission</li> <li>✓ upon registration or admission to the emergency department or nursing care unit</li> </ul>
Document care partner information	<ul style="list-style-type: none"> <li>✓ in EMR</li> <li>✓ on whiteboard</li> <li>✓ share with healthcare team</li> </ul>
Obtain written and/or verbal consent from patient to speak/share with care partner	<ul style="list-style-type: none"> <li>✓ upon registration or admission</li> </ul>
Share care partner information with team	<ul style="list-style-type: none"> <li>✓ at rounds, huddles and shift-to-shift handoffs</li> </ul>
Hospital stay	
Include care partner in all aspects of care	<ul style="list-style-type: none"> <li>✓ orient care partner to the unit environment and routine</li> <li>✓ provide care partner with special identification label, tag, wristband, etc.</li> </ul>
Educate patient and care partner on what it means to be a care partner	<ul style="list-style-type: none"> <li>✓ <i>My Care Transition Plan</i> brochure</li> <li>✓ <i>What is a Care Partner?</i> brochure</li> </ul>
Invite care partner to participate in meaningful interactions	<ul style="list-style-type: none"> <li>✓ admission assessment</li> <li>✓ medical and medication history</li> <li>✓ readmission risk assessment</li> <li>✓ daily huddle or rounding</li> </ul>
Empower care partner to perform simple tasks as defined by hospital	<ul style="list-style-type: none"> <li>✓ use of whiteboards</li> <li>✓ care plan and goals of care</li> <li>✓ utilize teach-back for medication management, wound care, use of equipment, signs and symptoms to watch for and simple tasks, including nutritional support, bathing and toileting</li> </ul>
Prior to discharge	
Verify readiness for discharge with review of care items listed above	<ul style="list-style-type: none"> <li>✓ review <i>My Care Transition Plan</i> brochure with patient and care partner</li> <li>✓ address any concerns identified</li> </ul>
Prepare care partner for post-hospital care	<ul style="list-style-type: none"> <li>✓ assess using teach-back to ensure patient and care partner understand:               <ul style="list-style-type: none"> <li>• disease knowledge and management;</li> <li>• proper medication administration and storage;</li> <li>• safety interventions;</li> <li>• food intake/nutrition;</li> </ul> </li> <li>✓ signs and symptoms of worsening disease and what to do:               <ul style="list-style-type: none"> <li>• how to assist patient in self-management;</li> <li>• who to call;</li> <li>• where to go; and</li> </ul> </li> <li>✓ make sure written materials include above guidance</li> </ul>
Handoff to receiving providers	<ul style="list-style-type: none"> <li>✓ home care, hospice, palliative care, primary care provider, treating specialty provider, SNF or other facility</li> <li>✓ provide instructions in writing and verbally</li> </ul>
Post-discharge phone call/circle back with patient and care partner	<ul style="list-style-type: none"> <li>✓ discuss post-discharge phone call before discharge; verify contact number for patient and care partner</li> <li>✓ review what will be covered on the call with patient and care partner, such as:               <ul style="list-style-type: none"> <li>• check labs/test follow up;</li> <li>• check medication adherence;</li> <li>• clarify follow-up appointment dates and times; and</li> <li>• verify patient has received home care and durable medical services.</li> </ul> </li> </ul>



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