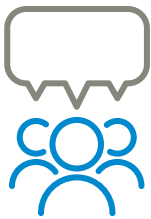




PLAN OF CARE VISITS: WHAT YOU NEED TO KNOW

WHAT >

Plan of care visits guide us to communicate a plan of care for every patient, every day, that is clear to everyone on the team: patient, nurse and provider.



WHY

- > **It is the right thing to do** for patients and for each other.
- > **Creates a collaborative treatment plan** — with patients as part of the team.
- > **Involves patients in making decisions** about their care; they can ask questions as we provide a daily plan of care.
- > **Improves patient safety**, satisfaction and health outcomes.
- > **Uses our team of teams approach**; increases engagement and communication.
- > **Reduces length of stay** and readmissions.



HOW

The core process is a provider, a nurse and a patient discussing the plan of care.

- 1 Provider notifies** the Health Unit Coordinator or nurse when they are on their way and/or when they arrive on the unit.
- 2 Once in patient room**, the plan of care discussion begins. Provider opens discussion, sets an agenda and asks the patient's perspective, status and concerns.
- 3 Nurse and team* discuss** clinical observations, concerns/questions.
- 4 Provider updates patient** about health condition and addresses any questions/concerns.
- 5 Clinical team and patient develop** a treatment plan together, including tentative discharge date.
- 6 Provider asks patient's understanding** and agreement of proposed plan.
- 7 The team documents in Epic** that a plan of care visit occurred.

**Team members vary based on the needs of the patient and may include care manager, pharmacy, physical therapy, etc.*

PLAN OF CARE VISIT CONVERSATIONS

1 GETTING STARTED

- > **Provider greets the patient and introduces all team members.** (Include preferred names and roles.)
 - Verify patient name and date of birth.
 - Use empathy during conversation.
 - “I’m so sorry you spent the night in the ER...”
 - “I’m sorry to meet you under these circumstances...”
- > **If visitors are present, ask their relationship to the patient.** Get agreement from the patient about starting the plan of care visit.

2 PROVIDER DESCRIBES PLAN OF CARE VISIT

- > **Provider explains purpose of the visit.**
 - “We are here today to make sure that you receive the best care. Plan of care visits are about partnering with you so you know what’s happening in your care every day.”

3 PROVIDER RECEIVES INPUT FROM THE PATIENT AND THE TEAM

- > **Provider asks for patient’s input.**
 - “What do you want to talk about today?”
 - “We’d like to start with what matters most to you and any issues from your perspective. Then we will share our thoughts and together map a course for today.”
- > **Provider personally invites nurse and other team members** present to share any clinical observations and concerns/questions.
- > **Provider summarizes what they heard** from everyone.
 - “So you are wondering when you might go home, and nursing is still concerned about...”
- > **Provider updates patient** about their health condition and addresses any concerns.

4 DEVELOP TREATMENT PLAN

- > **Clinical team and patient develop a** treatment plan together, including tentative discharge date.
 - May also include: physical status update, plan of care discussion from day prior, test results.
- > **Provider asks patient’s understanding** using teach back and agreement of proposed plan.
 - “We shared quite a bit of information and I’d like to check in with you to see how well we did. When you see your wife later this afternoon, what will you tell her?”
- > **Provide closure and thank** the patient/family for their time and input.

RESOURCES

Office of Patient Experience

<http://portals.ccf.org/ope/Plan-of-Care-Visits>

216.444.7500

patientexperience@ccf.org