

Tips For Implementing **Meet My Loved One**



Patient-Centered Care During a Pandemic

Strategies for Implementing a Team-based Implementation Protocol

Pandemic associated visitor restrictions challenge the ability to provide patient centered, compassionate, supportive care. This is especially true when patients are too ill or otherwise unable to communicate what is most important to them, or information that would help provide the best possible care.

Taking the time to plan and implement a team-based implementation protocol for capturing and sharing family or caregiver tips can make all the difference to patients, and help providers feel empowered to provide supportive and person-centered care.

1. Determine what information is most important to capture and communicate to the health care team on your unit or in your health care setting.

Examples of information to consider for collection:

- Patient's preferred name and language.
- Routines that might help promote sleep or help a patient start the day in the best possible way.
- Patient's favorite snacks, music or conversation topics. (It may also be important to identify dislikes).
- Caregiver tips for providing care that might capture information such as, "please assist patient with putting on their glasses as soon as they are awake to reduce confusion," or "breathes easier and wakes less at night when sleeping on their left side."
- Any other information that the family or care partner feels it is important for the care team to know.

2. Engage your Patient and Family Advisors in:

- a. Reviewing and making recommendations for content
- b. Reviewing and making recommendations for best practices for approaching patients and family advisors to obtain information to help provide the most person-centered, supportive care possible.

3. Engage your team in determining your process or processes for collecting information.

Processes may vary for alert and oriented patients or those granted compassionate care visitors. Review your hospital's community service plan or needs assessment to identify what languages the form should be offered in. Consider an online collection portal on your provider webpage or a link to a fillable form that families can complete in addition to telephone outreach or a handout. Identify primary and back-up team members to ensure information is collected for all patients.

4. Provide education for staff on interviewing and asking questions through a cultural competency lens.

5. Determine your process for communicating information to all members of the care team.

This process too may vary in different care units where the use of white boards or tent cards may not be practical.

The UAB "Meet My Loved One" program has more information about patient-centered care and implementation protocol. Visit Meet My Loved One: [Making palliative connections in times of isolation - News | UAB](#)

Alliant Quality created a collection form that providers can use with families and caregivers.