

Implementation of the Patient-Oriented Discharge Summary (PODS) in SCI Rehab

Heather Flett

Advanced Practice Leader

Sandra Mills

Patient and Family Educator

Joshua Forbes

Patient Advisor

Anthony Simas

Patient Advisor

Agenda

1. Self-Reflection & Discussion
2. PODS Background and Processes
3. PODS Development at LC
4. Results
5. Discussion

Self-Reflection & Discussion

1. In your setting, what is the most important information for you to provide patients before they are discharged?
2. How do you ensure patients have the information they need and understand it?
3. Thinking of your own experiences with discharge from a healthcare setting or from the perspective of patients, what is the most important information they need?

_____ 's Care Guide





I came to hospital on dd/mm/yy and left on dd/mm/yy

 my own notes

I came in because I have _____



Medications I need to take

Name	Dose	What it is for	morning	noon	afternoon	night
						
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



How I might feel and what to do

I might feel	What to do	Go to Emergency if:



Changes to my routine

Activity (i.e. dietary, physical)	Instruction



Appointments I have to go to

Go see _____ for _____ on dd/mm/yy at 00:00 am/pm

Location: _____ ☎ _____ booked



Where to go for more information

For medication instructions call/go to pharmacist ☎ _____

For _____ call/go to _____ ☎ _____

SCI-specific PODS Pilot

TC- LHIN / OpenLab Early Adopter Initiative

January 2, 2015 – March 31, 2015

- Build a project team
- Recruit, orient and educate 2 Patient Advisors
- Focus groups, interviews with patients & staff
- Pre-pilot survey of patients d/c in February
- Staff education
- Pilot implementation
- Evaluation

What did we add?

The LC PODS process consisted of:

1. a spinal cord PODS **document**,
2. which is completed during a teach-back style PODS **meeting** that uses self-management best practices.

SCI PODS Discharge Meeting

- **One week prior to discharge**
- **Teach-back style** - gold standard for patient education, enabling true demonstration of understanding
- **Neutral facilitator** - significant clinical knowledge helps to ensure true teach-back
- **Peer with SCI** provided comfortable climate of sharing
- Fosters improvements in **self-efficacy**
- High self efficacy is one of the most important predictors of effective self-management
- “I think I can therefore I can” concept

What is SCI PODS?

PODS IS...

- Personalized
- A self- management tool
- Domains-focused
- For the 2-4 weeks post discharge
- A summary of what patients need to know:
 1. Medications
 2. Care Plan
 3. Signs and Symptoms and What to do
 4. Appointments
 5. Contacts

SCI PODS Written Document

It IS NOT:

- A replacement for:
 - current professional documentation
 - profession-specific discharge summary
 - other resources currently provided
- An exhaustive list of care provided at LC
- A lifelong care plan

Results

Compared Pre-PODS (Feb d/c) with PODS Pilot participants
(% below are those that **strongly agreed** with the statement)

Question	Pre-PODS	PODS Pilot
I understand the purpose of my medications and when to take them	42%	83%
I understand how to manage my daily care	41%	67%
I understand what symptoms to look for and what to do	33%	83%
I know what follow up appointments I need to go to	42%	67%
I know who to call with questions	33%	83%
When I left hospital I felt confident about my discharge	25%	50%

Results

PODS pilot participants were also asked about the document and meeting in greater detail

Question	% Agree or Strongly Agree
The document itself has been useful since you went home	84%
The PODS meeting helped me understand what to do at home	60%
It was helpful to have a Patient Advisor present for the meeting	80%

LC PODS Current Status

- May 2015 - Full program implementation
- 6 trained neutral facilitators
- 2 PODS schedulers
- Positive feedback received from both patients and staff.

“I feel like I am ready to go home now.”

“I was so surprised he could articulate what he needs to do at home!”

PODS Completion Rate from May 2015 – March 2016

Total D/C Patients	# Meeting PODS Criteria	Total PODS Completed	% PODS Completion
253	247	239	97.5%

Take Away Messages

- Often perceptions of what is important for discharge is different between health care providers and patients.
- Speaking aloud knowledge gained in rehab helps consolidate learning.
- PODS filled a gap in SCI rehab in helping prepare patients for transition to community.

Thank-you!!!

Sandra Mills

Sandra.mills@uhn.ca

Heather Flett

Heather.flett@uhn.ca