

Presenter Disclosure

- **Presenters:** Shoshana Hahn-Goldberg, Audrey Chaput, Karen Okrainec, Tai Huynh
- **No relationships with commercial interests:**
 - No relationships with any
 - **Grants/Research Support**
 - **Speakers Bureau/Honoraria**
 - **Consulting Fees**
 - **Other**

Disclosure of Commercial Support

- This program has received financial support from **ARTIC** in the form of **implementation grant**
- This program has received in-kind support from **27 hospitals across Ontario** in the form of **project implementation support**.
- **Potential for conflict(s) of interest:**
 - None

Patient Oriented Discharge Summaries (PODS): Impact on Primary Care

October 26 2017

Presenters: Audrey Chaput, Dr. Karen Okrainec, Tai Huynh, Shoshana Hahn-Goldberg

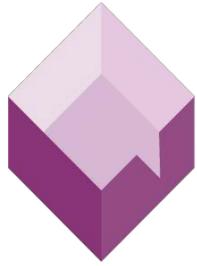
THIS IS **YOUR** HEALTH SYSTEM
STOP THINKING THAT SOMEBODY ELSE IS GOING TO FIX THE PROBLEM

ALL THE WORLD'S
A LAB. IT HAS ALL THE TOOLS YOU NEED.
DESIGN FOR THE MESSINESS OF THE REAL WORLD;
THAT'S WHERE INNOVATION HAS TO LIVE.

TAKE THE USERS'
KNOW THEIR EXPRESSED AND UNEXPRESSED NEEDS.
THE 'AVERAGE' USER IS JUST A STATISTIC. PEOPLE ARE DIVERSE.
PERSPECTIVE.

BEWARE OF YOUR OWN **EXPERTISE.**
INVITE THE OUTSIDE IN.
ENCOURAGE UNCONVENTIONAL MASHUPS OF PEOPLE AND IDEAS.

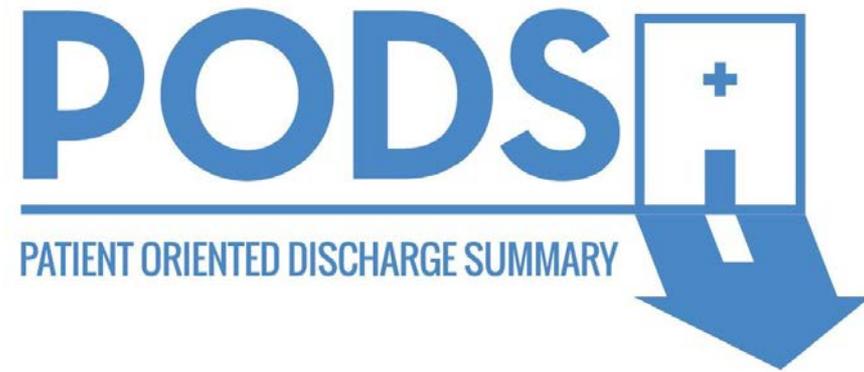
INNOVATE 
RESPONSIBLY. 
DON'T REINVENT THE WHEEL. SIMPLICITY SPREADS. 



OPENLAB

Proud Member  **UHN**

Stuff
Patients
Want.





- Patients do not understand medical terms
- Patients are not always fluent in English
- Patients cannot memorize verbal instructions
- Patients are too stressed at time of discharge to absorb and retain information



Patient experience mapping exercise, Nov. 2013



Cultural probe kit.



PODS co-design workshop, February 2014

_____ 's Care Guide

I came to hospital on / / and left on / / I came in
because I have _____

 my own notes



Medications I need to take

My medication list has been provided to me and explained



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 / / at : am/pm

Location: _____ booked Go

see _____ for _____ on / / at : am/pm

Location: _____ booked



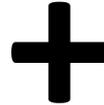
Where to go for more information

For _____ call/goto _____ ☎ _____

For _____ call/goto _____ ☎ _____

For _____ call/goto _____ ☎ _____

Patient Signature:



Local Practice Changes

Multi-Site, Early-Adopter Pilot

- Bridgepoint - ABI
- Mount Sinai Hospital – elective hip and knee replacement
- Sick Kids – Bone marrow transplant and cardiology
- St. Joseph’s Health Centre - COPD
- St. Michael’s Hospital - surgery
- Toronto East General Hospital - variety
- University Health Network - SCI
- Holland Bloorview - SODR



What if I...	What to do
Feel dyspneic	
Have much worse numbness or weakness	
Have new swelling	
Have much worse spasms	
Have a red mark on my skin	

Have a change in bowel function	
Have a change in bladder function	
Have much worse pain	
Fall	
Feel very sad or overwhelmed	
When to go to Emergency:	

Outpatient Referrals Completed
 PT OT SW Nursing Other: TR, Psy, Chap Location:

Appointments I have to go to		
<input type="checkbox"/> I have my appointments listed elsewhere OR These are my Lynchurst appointments only		
Go to see...	For...	Date and Time
Dr. Burns/OT/MD/Graven	Physician Follow up	
Robson Clinic	Splinter Follow up	
	Bone Density Follow up	
Private PT, CCAC, SCI-O	Community Services	
Other:		

My Contacts		
For Questions about...	Contact:	At:
Medications on list given	E. Zelunka, Pharmacist A. Daniel, Pharmacist	(416) 597-3422 x 6309 (416) 597-3422 x 6316
Medication questions more than 3 months after leaving, refill	Community Pharmacist	
Changes in prescriptions or symptoms	Family Doctor	
Surgery/Neurology follow-up	Dr. and location	

Adult Patient Discharge Instructions

Patient Information

Name: TEST, CHRISTINA Date of Birth: 01/4/1974 12:00 AM MRN: 1304653

I came to hospital on: 3/24/2015 9:51 AM And left on: 27-Mar-15 07:30:41

I came in because I have:

Procedure(s): Total left knee replacement

Attending physician: SMITH MD, OAKLEY

Other patient information

Medications I Need To Take

For your medication refer to your Medication Reconciliation List or your prescription. When you pick up your medication from your community pharmacy please review how to take your medication and their side effects with the pharmacist.

Medication discharge instructions

Paracetamol take 1 tablet every 6 hours if in pain.

Other medication information

Appointments I Have To Go To

Appointments at Toronto West General Hospital.

No follow up visits were placed.

External or other follow up appointments:

In Fantasy on April 10 at 10:30 am
 Office location
 Phone number

Additional appointment instructions:

Bring your medication with you

Appointments to be booked by patient/family:

Family physician follow up: 1 week

Patient Oriented Discharge Summary (PODS)

Appointments (Only client have to go to)			
1. Go see	For	On	At
Location	Location	Booked No.	
2. Go see	For	On	At
Location	Location	Booked No.	
3. Go see	For	On	At
Location	Location	Booked No.	
4. Go see	For	On	At
Location	Location	Booked No.	
5. Go see	For	On	At
Location	Location	Booked No.	

Where to go for more information		
1. Cardiology Clinic	Call / go to for	Phone Number
	44 ward	416-813-5048
	(9:00am - 5:00pm)	
2. Cardiac Inpatient Unit	4D ward	416-813-6905
3. Medication dispensation	Cardiac inpatient pharmacy (8:00am - 6:00pm New City, location may vary on location)	416-813-7654 Ext. 307636 http://aboutusdwellth.ca (Type "medications" in search engine)
4. Additional resources	Call us during off hours	http://aboutusdwellth.ca
5. CPR and resuscitation training	Learning opportunities	http://tackids.ca/training/
6. Phone No. for McMaster?		
7.		

Fulfilling discharge you may be called by 403 area. If you have medical concerns do not hesitate to seek assistance (nurse or) follow the

Patient Discharge Summary

Testing _____'s Care Guide

I came to hospital on May 1 2015 and left on May 3 2015

My notes

I came in because I had a ankle fracture

Medications I need to take (Newly prescribed)

Name	Dose	What it is for	Take as needed
Tylenol 3		Prevent pain	<input type="checkbox"/>
Enoxaparin		Prevent infection	<input type="checkbox"/>

Please refer to your prescriptions and talk to your pharmacist to review medication instructions and possible side effects.

How I might feel and what to do

I might feel	What to do
Pain	Drink more water and fruit juice. Eat fruits, vegetables, whole grain
Limb swelling	Keep limb elevated
Constipated	Take constipation medication
Lack energy	Take pain medication/ Cold therapy

Note:

Go to Emergency if :

- Have a fever of 38.5°C
- Incision opens, becomes red and tender; increase drainage; drains pus
- Chest pain and new shortness of breath
- New swelling in the calf

's Care Guide



I came to hospital on _____ and left on _____

I came into hospital because I have _____

Medications I need to take

Please see the medication schedule provided to you by your pharmacist.

How I might feel and what to do

How I am feeling:	What to do:
	<ul style="list-style-type: none"> • Able to climb stairs • Able to perform daily activities at home • No cough or shortness of breath
	<ol style="list-style-type: none"> 1. Avoid activities in the extreme heat or cold, or when you don't feel well 2. Avoid tasks that require heavy lifting
	<ul style="list-style-type: none"> • More short of breath than usual, or at rest • Tired all the time, unable to do my normal activities • Dry or wet hacking cough • Feeling dizzy or lightheaded
	<ol style="list-style-type: none"> 1. Consider calling your patient navigator (Janice - 647-539-8138) for guidance 2. Call your family doctor for an appointment in the next 1-2 days 3. You may use your Ventolin (blue puffer), for quick symptom relief
	<ul style="list-style-type: none"> • Severely short of breath • Coughing up large amounts of phlegm consistently • Feeling nervous, confused and/or drowsy • Having chest pain
	<ol style="list-style-type: none"> 1. Rest - stop what you are doing right away and sit or lie down 2. Relax and take slow deep breaths 3. Get help if your shortness of breath does not improve <p>Please call 911. Do not drive yourself to the hospital.</p>

Patient's Name: _____

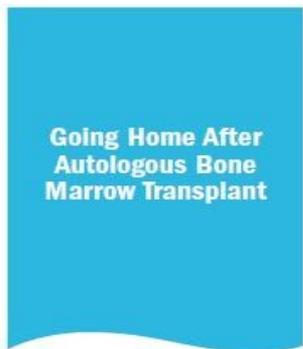


Changes to my routine

Activities	I can do it on my own.	I need someone to help me.	my own notes
Use the telephone	<input type="checkbox"/>	<input type="checkbox"/>	
shopping	<input type="checkbox"/>	<input type="checkbox"/>	
Make a meal	<input type="checkbox"/>	<input type="checkbox"/>	
Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>	
Laundry	<input type="checkbox"/>	<input type="checkbox"/>	
Use public transit and/or taxis	<input type="checkbox"/>	<input type="checkbox"/>	
Manage my medications	<input type="checkbox"/>	<input type="checkbox"/>	
Manage my money	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	
Use stairs	<input type="checkbox"/>	<input type="checkbox"/>	
Driving	<input type="checkbox"/>	I am able to return to driving	
	<input type="checkbox"/>	I am not able to return to driving (See family doctor for more details)	

PODS PCS Template (Jan 2015)

My Details	
Care Guide For	Enter first name of client.
I arrived at Holland Bloview on	Enter date of admission.
I was/will be discharged from Holland Bloview on	Enter discharge date.
I came to Holland Bloview because I have/had	Use health literacy language to provide referring diagnosis.
Medications: I need to take	<input type="checkbox"/> Yes <input type="checkbox"/> No
Scheduled Medication Report Attached?	Discharge/LOA/Transfer Med Report
Comments about medications I need to take	
How I might feel and what to do	
How I might feel and what to do	Include significant signs, symptoms, reactions noted in clinical documentation, and recommended courses of action.
I should go to emergency if	
Changes by my routine	
I have the following advice/recommendations from my team	Enter nursing recommendations and refer to any discipline specific transition notes that the client/family should be aware of.
Appointments I have to go to	



Central Tools and Shared Learnings

📄 pods-toolkit.uhnopenlab.ca



Understand

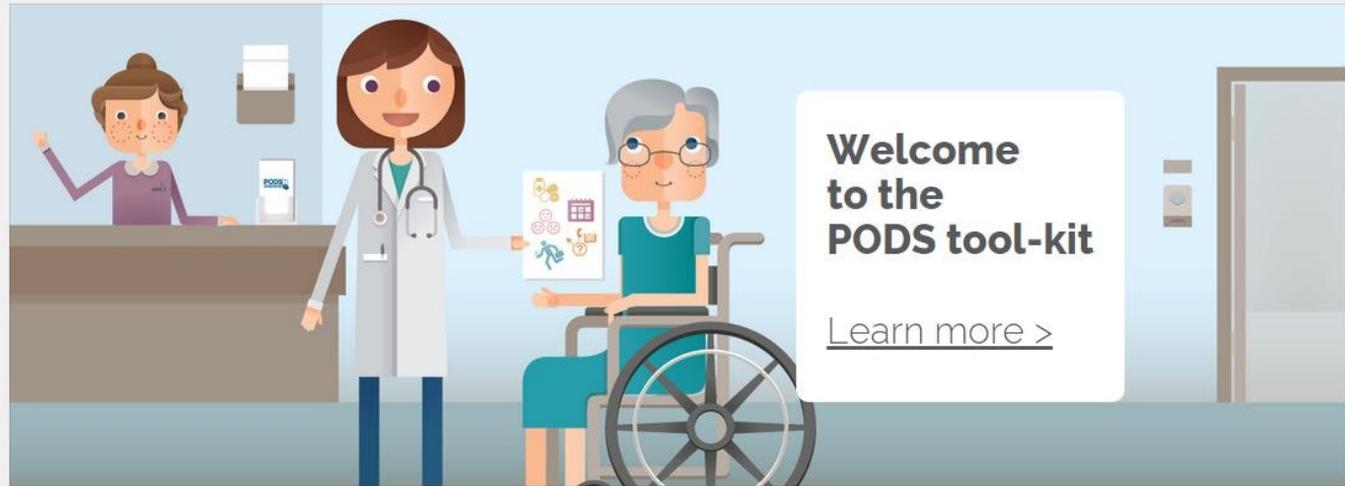
Assess

Implement

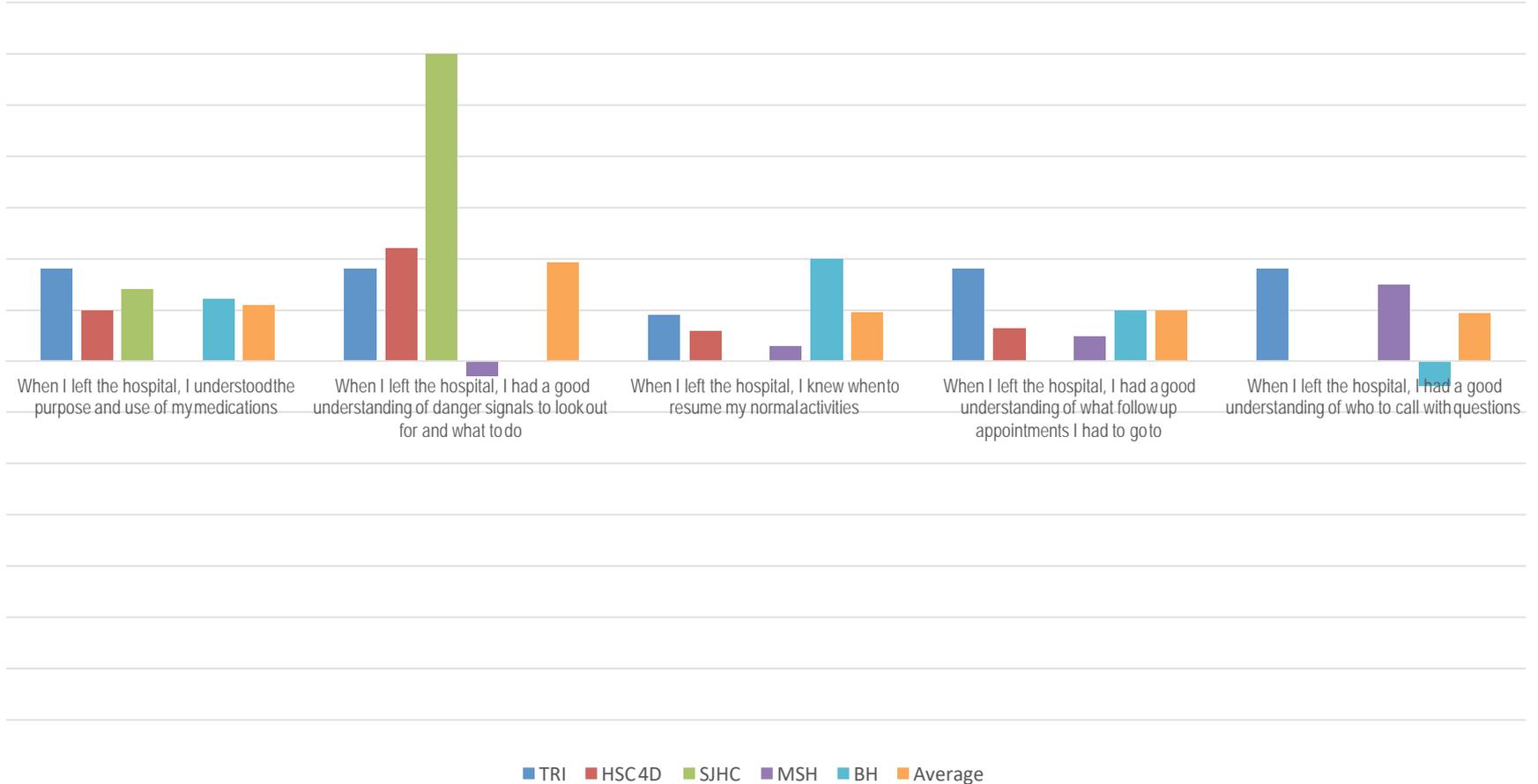
PODScast

Form

Contact



Patient experience results: % change pre and post PODS implementation



Link to PODS video: <https://vimeo.com/142992829>



PODS

PATIENT ORIENTED DISCHARGE SUMMARY



Hospitals across Ontario are implementing a Patient-Oriented Discharge Summary for an improved patient experience.

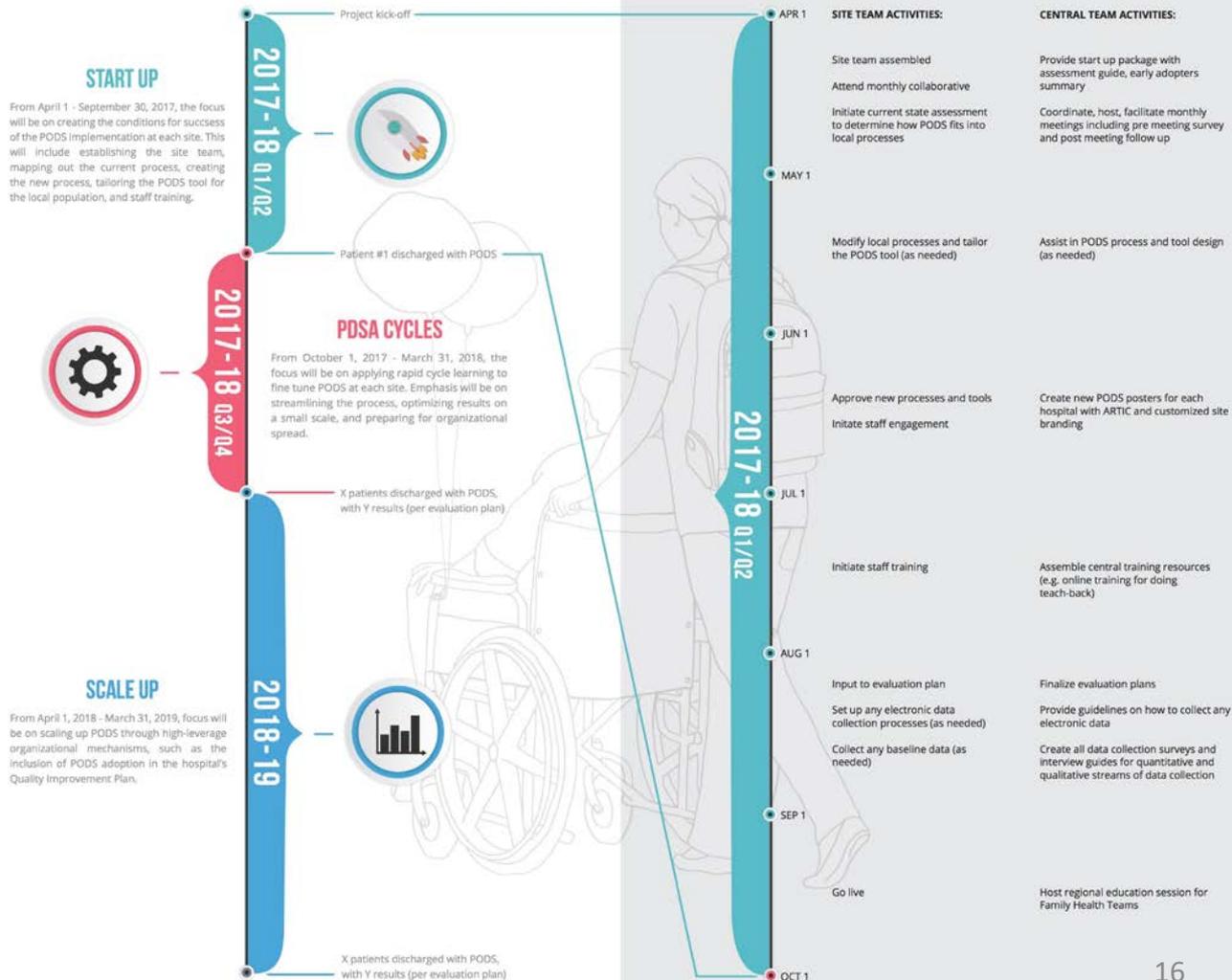
Join us.



Supported by



PODS Implementation Roadmap

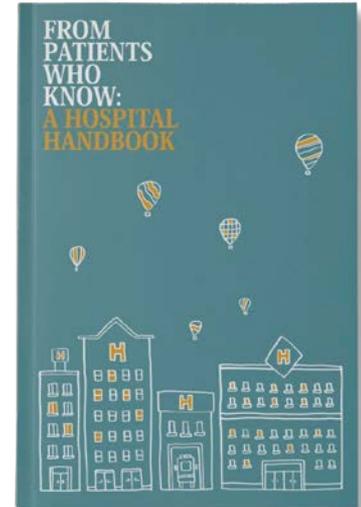


Primary Care

- Key organizational partners: AFHTO and TC LHIN
- Handouts for patients and families in the community
 - What to expect from a hospital using PODS
 - What to ask for – useful information for self-care post-discharge
 - PODS tool to fill out during their stay
- How can PODS help
 - PODS may help patients understand their instructions
 - PODS may help patients understand the importance of their new condition, medications, diet, activity or follow-up with their PCP after their hospital stay
 - PODS may help structure a conversation with PCP's regarding a patient's recent admission to hospital and care needs

Group Activity

- Read through your case with your group
- Create a PODS 2.0
 - Relevant and scalable to be used at follow up
- Questions of focus
 1. What kind of conversation related to patient care and self-management after discharge do you want to have with patients at their follow up appointment?
 2. What information do patients need to have in order to have this conversation?
 3. How can we design a PODS that PCPs can use to engage patients in care discussion prior to a hospitalization?
- Present your PODS to the group
- Winner gets a prize



Discussion

- 1. What were features about the original PODS you wanted to keep?
- 2. Is the PODS useful for PCPs? Why?
- 3. If PCPs were to implement PODS, what might it look like?

Thank You

Evaluation