

# Patient preference booklet captures changing goals

## Storyboard process helps staff identify what is most important to patients

One of the primary goals of end-of-life care is to ensure patients spend time in a way that they value.

As such, providers need to carefully assess what is most important to patients at admission and determine how to help them reach these goals. Doing so can provide several benefits:

- Patients and families feel welcome and supported
- Providers can develop more targeted care plans
- Staff can proactively identify unrealistic patient and family expectations

As needs and preferences change over time, staff should continue to monitor these goals and adjust their care plans as necessary.



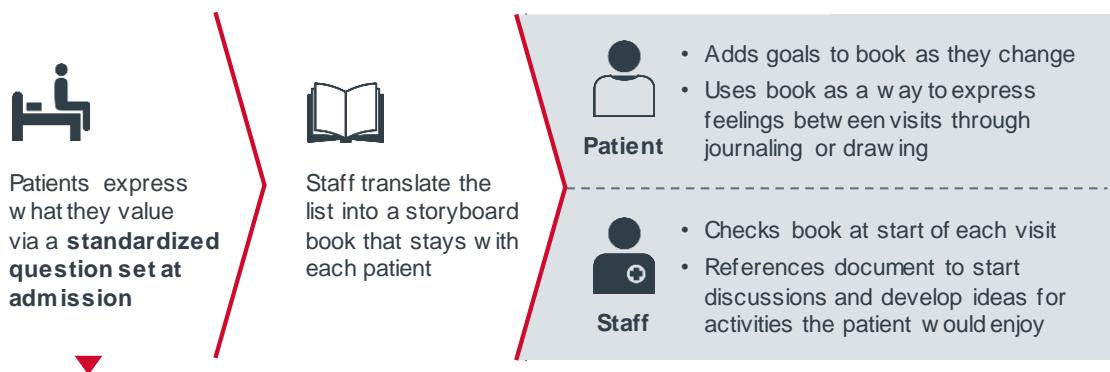
CASE  
EXAMPLE

Jamesway Health<sup>1</sup>

Network of community-based hospice, palliative, and home health care services • Southern U.S.

Jamesway Health, a pseudonymed organization, uses a patient preference storybook to identify unique preferences throughout a patient's time receiving hospice services. The booklet captures a standardized set of questions asked at admission, as well as patients' thoughts and feelings between visits.

### Patient preference booklet process



#### Questions asked at admission

- What activities that you currently are able to do bring you the most joy?
- What is something you used to enjoy doing but are no longer able to?
- Who is it most important that you stay in touch with at this time?

This process has helped staff identify unique ways to improve each patient's experience. It's also given patients and families an outlet through which to express their goals and feelings. The next page shows how you could design a booklet of your own.

1) Pseudonym.

# Sample patient preference book pages

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Page 1

**Name:** \_\_\_\_\_

**Age:** \_\_\_\_\_

**Hometown:** \_\_\_\_\_

**Activities I enjoy:**

**Things I want to accomplish:**

**Friends and family members who are important to me:**

**Page 1** summarizes basic information about the patient and what is important to her

Page 2

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**Pages 2+** give the patient and family space to journal, draw, and share additional information