
Published by the Post-Acute Care Collaborative

Managing Day-to-Day Patient and Family Preferences

Instructions for today's discussion

In this exercise you will:

1 Make tradeoffs that frontline staff members address everyday

The next page contains a list of patient and family requests on it. Work as a group to sort each request into one of the following categories on the worksheet on page 3.

▶ Always

Meeting this request would significantly improve the patient and family experience without interfering with other priorities; I would approve this request without concern and empower my staff members to do so without requesting permission from leadership

▶ Sometimes

This scenario should only be accommodated in certain circumstances – it may improve the experience, but could also be too costly or result in a negative outcome; I would encourage leadership to use their best judgement to determine whether to fulfill this preference on a case-by-case basis

▶ Never

Fulfilling this request would not be in the best interest of the patient, family, or the organization; I would counsel staff members and leadership to deny this request in all circumstances.

Place **at least** one scenario in each of the three categories. As you work through each scenario, be sure you justify and discuss **why** you think each scenario belongs in a category. The scenarios you will be using are listed on the next page.

2 Discuss how you would implement patient preferences in real life

After you've categorized each scenario, turn to **page 4** for a set of questions to discuss as a group. Each question is designed to get you thinking about how you would (or wouldn't) implement these preferences at your organization.

Published by the Post-Acute Care Collaborative

Patient and Family Scenarios

Cut out each of the scenarios below (or create your own). Place each scenario into a category on the worksheet on the next page.

A patient doesn't want to eat during a religious fast period

A hospice patient wants food that doesn't meet his recommended low-salt diet

A family member wants a patient to receive more pain medication than is currently prescribed

A patient in an IRF doesn't want to go to the dining room for meals

A home health patient only wants visits to occur on the weekends or evenings when a family member can be present

A SNF patient wants his preschool-aged grandchildren to visit during flu season

An LTACH patient 'doesn't feel ready' for discharge and wants to stay a few extra days

An assisted living resident wants to keep odd hours—wake up at 10:00 AM and have dinner at 8:00 PM.

Never

Sometimes

Always

Group color: _____

Group Discussion Questions

Pick two scenarios that you placed in the 'sometimes' category. Assign a note taker for your group, and for each scenario discuss:

▶ **Scenario one:** _____

What barriers would prevent you from meeting this request?

How would you overcome these barriers? In what ways would that impact the patient and/or family experience?

▶ **Scenario two:** _____

What barriers would prevent you from meeting this request?

How would you overcome these barriers? In what ways would that impact the patient and/or family experience?