

ARCHETYPE 3: Denise and Latrice

Denise, a 76-year-old, is discharged to a short-term rehabilitation facility following hip surgery. She experienced delirium during her hospital stay and continues to experience confusion and limited mobility.

Her sister and healthcare proxy, Latrice, lives in a different state and is concerned about her recovery. She has to complete a number of forms on her sister's behalf.

CURRENT PATHWAY...

Confused by her new surroundings, Denise becomes agitated. She is given medication to manage her restlessness which makes her further tired.

Often sleepy from her meds, Denise misses physical therapy sessions. She stays in bed or in her wheelchair for long periods of time, increasing her risk of pressure injuries.

I'VE BEEN TRYING TO REACH THE NURSE FOR DAYS! CAN SOMEONE PLEASE CALL ME BACK?

PICK UP THE PHONE, DENISE!

Latrice is contacted only for signatures and consents. No one asks her about Denise's daily routines, preferences or triggers. Latrice feels powerless and disconnected from her sister's care.

IDEAL PATHWAY...

ABOUT THIS PATIENT: I LIKE TO BE CALLED "BIT," AND I LOVE GARDENING, BAKING AND SWEETS! I WANT TO REMAIN INDEPENDENT AND ACTIVE.

Although her recovery is taking longer than expected, she is made comfortable and encouraged to stay busy.

OUR TEAM WILL REASSESS HER CARE PLAN THE NEXT TIME WE MEET AND UPDATE YOU BASED ON HER PROGRESS.

I'M SO GLAD I'M ABLE TO TALK TO YOU ABOUT HOW 'BIT' IS PROGRESSING!

YES, IT'S NICE TO BE OUT OF THAT WHEELCHAIR!

Bit continues to recover well.

The care team gives Latrice information about delirium recovery and supportive services. They value her input and recognize the challenges of a long-distance caregiver.

When Denise gets confused she is gently redirected by staff.

YOUR SISTER ISN'T ABLE TO MAKE IT FOR A VISIT TODAY. TELL ME WHAT IT WAS LIKE GROWING UP WITH HER.

IT'S GREAT TO BE OUTSIDE WALKING WITH YOU, BIT!

WHERE ARE YOU TAKING HER NOW? WHO DO I CALL?

Denise is getting along great with the other residents...