

PARTNERS IN HEALING®

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EQIC

Eastern US Quality Improvement Collaborative




**Intermountain
Healthcare**
Healing for life®



WHAT IS *PARTNERS IN HEALING*®?

- Voluntary program which engages patients and family as *partners* in hospital care:
 - Prepares patients and families to manage health at home.
 - Increases efficiency and responsiveness.
 - Improves family communication with the healthcare team.



KIRIBATI



CALEB



INTERMOUNTAIN MEDICAL CENTER



ORIGINAL PROGRAM DESIGN



Date _____

TIME	IS/COUGH (Incentive Spirometer)	CHAIR FOR MEALS	WALK IN HALL	FLUIDS (30 ml= 1 ounce)	URINE (in ml/ color)	TED HOSE
8:00 am						
9:00 am						
10:00 am						
11:00 am						
12:00 pm						
1:00 pm						
2:00 pm						
3:00 pm						
4:00 pm						
5:00 pm						
6:00 pm						
7:00 pm						
8:00 pm						

CHECKLIST

- ☐ Deep breathe with Incentive Spirometer every 2 hours while awake
- ☐ Cough with heart pillow every 2 hours/as needed
- ☐ Get up to the chair for meals 3 times a day (call for help as needed)
- ☐ Walk in the hall (Cardiac Rehab will contact you)
- ☐ Dietary needs (clarify daily dietary restrictions with nurse and assist as needed)
- ☐ Change and wash TED hose daily
- ☐ Place compression boots while in bed (if no TEDs)
- ☐ Get warm blankets as needed
- ☐ Empty urine and write amount (in ml.) and color (yellow or amber) and character (clear or cloudy)
- ☐ Wear gloves as needed
- ☐ Understand fall risk prevention
- ☐ Before and after all activity, call for help with all equipment (chest tube, IV pole, catheter, oxygen, etc.)



Intermountain
Healthcare

Date _____

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6:00 pm						
7:00 pm						
8:00 pm						

HOW DOES *PARTNERS IN HEALING*® WORK?

- Introduce with brochure
- Train participant
 - Badge
 - Activity checklist
- Tour dietary/blankets
- RN chart teaching
- RN/PCT chart ongoing tasks

Partners in Healing

Approved
Area



Door sign

PARTNERS IN HEALING

Families partnering with healthcare teams to care for patients and prepare them to transition home



We are happy to invite you to participate in the "Partners in Healing" program with us. As a family member or friend to our patient, we invite you to become a partner with us in the care of your loved one. We have several purposes for asking this of you:

1. We hope to help you learn how to do specific cares so that when you take your loved one home, you will feel more comfortable with that transition.
2. We wish to have you as our partner in care so that current needs and potential discharge needs of your loved one can be met more efficiently.
3. We also want to partner with you to give and receive important information about your loved one.

This program is completely voluntary. Please know that at any time, you may choose to take a break from the program. We will only assume you are participating if you are wearing the "Partners in Healing" badge.

Thank you for your willingness, and we hope you will find you can become an effective partner in healing with us.

THROUGH PARTNERS IN HEALING YOU CAN SHARE IN THE CARE RESPONSIBILITIES OF YOUR LOVED ONE

Here's how it works:

- You will receive a pin to wear to show that you're part of the program. When we see the pin, we'll know we can include you in your loved one's care.
- We will teach you how to do specific caregiving tasks. This will help you be more prepared to help your loved one when they go home.
- You can give us important information about your loved one and their condition. For example, we may ask you to keep track of what foods they ate, how many times they used the restroom, or whether they took a walk in the hallway.
- We will show you how to make sure your loved one is safe and well cared for. This might include making sure that everyone washes their hands before entering the room, or helping to prevent falls.



Partners in Healing Activity Checklist

Patient Name: _____ Partner Names: _____ Date: _____

Please write in each hour that you will be helping the patient. Example: 8 a.m., 9 a.m., 10 a.m.										
Nurse Initials	Core Activities									
	Review medicine purposes and possible side effects									
	Learn proper body mechanics to safely lift the patient									
	Safely help the patient to chair for meals									
	Safely help the patient on walks in the hall									
	Safely help the patient to restroom									
	Measure fluid intake (in mL, 30 mL = 1 ounce)									
	Measure urine amount (in mL, 30 mL = 1 ounce)									
	Record urine color (yellow or amber)									
	Record urine character (clear or cloudy)									
	Get warm blankets as needed									
Nurse Initials	Additional Activities									
	Deep breathe with the Incentive Breathing Spirometer every two hours (while awake)									
	Cough with pillow every two hours (or as needed)									
	Measure amount of meal eaten (all, most, some, little, or none)									
	Record weight									
	Record blood pressure									
	Learn to apply and change TED hose									
	Apply leg squeezers (sequential compression device)									
	Apply braces									
	Learn how to assess and care for a wound									
	Learn to give aerosolized respiratory medicines (with a respiratory therapist)									
	Learn to give diabetes medicines or medicines by injection (with a nurse or a pharmacist)									
	Learn to change a colostomy bag									

Partner Responsibilities

- Understand how to prevent falls
- Always wash hands before and after touching patient
- Order food for patient (clarify daily diet order and restrictions with nurse or dietician)
- Always use call light for help if problems arise
- Wear gloves as needed
- Call if you need any help with equipment (chest tube, IV pole, catheter, oxygen, etc.)

Nurses Responsibilities

- Review the Activity Checklist with Partners, and initial those activities that are appropriate
- Carefully train each Partner to perform the appropriate activities
- Follow up each shift to ensure the activities are being done correctly
- After completion, review the Activity Checklist and sign your name
- Ask your patient care tech to chart this information electronically
- Save this signed copy for the patient's medical record

Nurse Name: _____ Nurse Signature: _____ Nurse Initials: _____ Date: _____

Tech Name: _____ Time Documented in Patient Chart: _____ Added form to Patient Record: ☐



Do not discard this form

Partners in Healing® Activity Checklist



Patient Name: _____ Partner Name(s): _____ Date(s): _____

Please write in the date & time you completed the task. (Example: 02/01/2018 8:15 a.m.)												
Core Activities • All Activities are individualized based on patient and partner needs • They are directed by caregiver team												
Get warm blankets												
Get ice chips, water, or snacks												
Deep breathe with the Incentive Spirometer every hour (while awake)												
Measure amount of meal eaten in percentages (100%, 75%, 50%, 25%, etc.)												
Assist with patient hygiene needs												
Apply leg squeezers (sequential compression device)												
Using proper body mechanics, safely help the patient to chair for meals, walks in the hall, and to/from restroom.												
Additional Activities												
Cough with pillow every two hours (or as needed)												
Measure fluid intake in mL (30mL = 1 ounce)												
Measure urine output in mL (30mL = 1 ounce)												
Record urine color and character												
Record weight												
Record blood pressure												



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Partners in Healing® Pediatric Activity Checklist



Patient Name: _____ Partner Name(s): _____ Date(s): _____

Please write in the date & time you completed the task. (Example: 02/01/2018 8:15 a.m.)												
Core Activities												
Assist your child in personal care □ bathe □ linen change □ brush teeth Infection control □ high touch cleaning □ clutter free room □ housekeeping needs □ review off unit guidelines												
Activities Which Require Learning												
Measure fluid intake □ Goal of _____ mL's per day												
Proper body mechanics to move your child with □ tubes □ lines □ devices												
Use proper body mechanics to move your child on bed/chair □ reposition every two hours □ to the bathroom □ down the hall □ out of bed 3x / day □ □ □												
Assisting with respiratory care □ treatments □ bubbles □ incentive spirometry goal _____ x per day												
Assisting in wound or incision care □ colostomy bag □ wound □ drain □ surgical site												
Assessing and caring for a line □ Central line, dressing to be changed □ Feeding tube, tube to be changed												
Giving medications by injection and by mouth												
Help monitor and record vital signs □ blood pressure □ heart rate □ weight □ respiratory rate □ temperature □ oxygen												
Apply and change medical devices □ leg squeezers □ braces □ bags □ other _____												



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Partners in Healing® Labor & Delivery Activity Checklist



Patient Name: _____ Partner Name(s): _____ Date(s): _____

Please write in the date & time you completed the task. (Example: 02/01/2018 8:15 a.m.)												
Core Activities • Core Activities are individualized based on patient and partner needs • They are directed by caregiver team												
Review medication purposes and check for possible side effects.												
Obtain ice chips, popsicles, and/or clear liquids per physician's order												
Measure fluid intake (30 mL = 1 ounce)												
Get warm blankets as needed												
Change pads and towels as needed												
Provide labor support												
Provide therapeutic labor environment in room												
Position catheter tubing and urine bag												
Apply leg squeezers (sequential compression device)												
Monitor-Related Tasks												
Plug in cord for blood pressure gauge												
Plug in external fetal monitor												
Attach TOCO parts to monitor												
Body Mechanics to safely lift/position the patient												
Safely help position the patient (birthing ball, birth positions)												
Safely help patient on walks in the hall and to the restroom												



Partners in Healing® Mom & Baby Activity Checklist



Patient Name: _____ Partner Name(s): _____ Date(s): _____

Please write in the date & time you completed the task. (Example: 02/01/2018 8:15 a.m.)												
Core Activities for Mom • Core Activities are individualized based on patient and partner needs • They are directed by caregiver team												
Review medication purposes and check for possible side effects.												
Obtain ice water and snacks												
Get warm blankets as needed												
Fill ice pack												
Provide therapeutic environment in room												
Assemble breast pump kit/wash breast pump												
Body Mechanics to safely lift/position the patient												
Safely help Mom on walks in the hall (baby in crib)												
Safely help Mom to the restroom												
Safely position Baby on back in crib (back to sleep)												
Core Activities for Baby												
Record feedings and diaper changes on log												
Assist with breast/bottle feeding and positioning												
Assist with burping Baby												
Ensure safe sleep positions for Baby												
Assist with Baby skin-to-skin contact												



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Partners in Healing® ICU Activity Checklist



Patient Name: _____ Partner Name(s): _____ Date: _____

Please write in the date & time you completed the task. (Example: 02/01/2018 8:15 a.m.)												
Core Activities • Core Activities are individualized based on patient and partner needs • They are directed by caregiver team												
Help keep a daily diary of events.												
Assist with passive movement exercises.												
Apply lip balm or moisturizing lotion and light body massage.												
Assist with patient hygiene (baths, brushing hair, etc.)												
Obtain and keep track of patient's personal effects (glasses, dentures, shoes, etc.)												
Apply leg squeezers (sequential compression device)												
Help create a quiet, healing space for the patient												
Learn to keep day/night cycle consistency												
Learn how to evaluate a wound												
Additional Activities for Patients in Less Critical Condition												
Review medicine purposes and possible side effects with appropriate staff												
Help keep patient comfortable												
Safely help the patient to a chair for meals												
Help feed the patient snacks and drinks or set up tube feed												
Measure oral intake of calories												
Learn how to apply BP cuff & oxygen monitor												
Safely help patient to the restroom or on walks in the hall (as directed by care team)												
Measure urine in mL (30mL = 1 oz.) and record color												



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Partners in Healing® NICU and Special Care Nursery Activity Checklist



Patient Name: _____ Partner Name(s): _____ Date: _____

Please write in the date & time you completed the task. (Example: 02/01/2018 8:15 a.m.)												
Basic Care Activities (Activities are individualized based on patient and partner needs. They are directed by caregiver team)												
Ensure hand hygiene for all people visiting baby												
Maintain safety of baby's bedding device (crib siderails up, close port holes of isolette, raise side panels of warmer, etc.)												
Provide therapeutic and quiet environment in room												
Practice safety around equipment, lines and devices												
Transfer from isolette/crib/warmer to hold with assistance												
Assist nurse by providing containment/calming during cares												
Change and weigh diapers (save diaper for nurse to assess)												
Obtain abdominal girth measurement												
Change pulse oximeter site												
Demonstrate safe sleep and skin-to-skin positions												
Position safely using comfort or developmental care products (i.e. swaddle, gel pillow, z-flow, swing, Boppy)												
Assist with bathing/swaddle bath												
Perform hair/scalp and skin care on non-ventilated baby												
Perform oral care on baby if baby ventilated assistance required												
Change baby's clothes (nurse to assist with lines/devices)												
Apply lip balm or moisturizing lotion (as directed by nurse)												
Perform light infant massage (when developmentally appropriate)												
Feeding Activities												
Assemble and manage breast pump kit parts and nipple shield												
Breast/bottle feed baby using appropriate technique and pacing												
Assist with taping/securing NG/OG. Help measure tube to ensure correct placement.												
Perform colostomy/milk swabbing if ventilated assistance required												
Recognize cue-based feeding, start and stop signs												
Position and burp baby												
Obtain pre/post breastfeeding test weights (or equivalent per hospital)												
Record the feeding (whiteboard, checklist)												



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VIDEO

<https://youtu.be/MOBHHGGkGuY>



PARTNERS IN HEALING[®]-- CLINICAL OUTCOMES STUDY

September 2008– October 2016

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DOI: 10.1016/j.chest.2017.09.046

Michelle Van De Graaff RN BSN, Sarah J Beesley MD, Jorie Butler PhD, Jose Benuzillo MA MS, Justin B Poll PhD, Thomas Oniki PhD, Morgan Francis BS, Dale Cable RN, MSN, Ramona O Hopkins PhD, Donald L Lappe MD, Samuel M Brown MD

<https://www.ncbi.nlm.nih.gov/pubmed/29406225>

Retrospective review of adult cardiothoracic surgery patients:

- 465 participants in Partners in Healing, 200 were matched with control patients
- Controls were exactly matched by surgical procedure, age, attending surgeon, year of procedure
- A 2-sided $p < .05$ was considered statistically significant, **study $p = 0.003$**
- ***65% reduction in 30 day all-cause readmissions***

7,982 patients underwent relevant procedures:

- Coronary bypass
- Open valve repair or replacement
- Pericardial window
- Thoracotomies
- Video-assisted thoracotomies
- LVAD implantations
- Heart transplants
- Ascending aortic aneurysm repairs
- Esophagogastrectomies
- Esophageal repairs
- Sympathectomies
- Pectus excavatum repair

PATIENT DEMOGRAPHIC CHARACTERISTICS AND OUTCOMES

Variable	All Partners in Healing Participants (N = 465)	Matched Participants (n = 200)	Matched Control Subjects (n = 200)	P Value ^a
Age, mean ± SD, y	59.6 ± 15.42	64.5 ± 11.4	64.5 ± 11.4	.947
Female	120 (25.8%)	52 (26.0%)	61 (30.5%)	.187
APR-DRG severity of illness	.811			
1 (Minor)	69 (15.1%)	21 (10.5%)	23 (11.5%)	
2 (Moderate)	204 (44.7%)	105 (52.5%)	98 (49.0%)	
3 (Major)	118 (25.8%)	47 (23.5%)	50 (25.0%)	
4 (Extreme)	65 (14.2%)	26 (13.0%)	29 (14.5%)	
30-d all-cause readmission	32 (6.9%)	10 (5.0%)	27 (13.5%)	.003
30-d all-cause mortality	6 (1.3%)	2 (1.0%)	3 (1.5%)	.500
Length of stay, mean ± SD, d	9.1 ± 6.6	8.8 ± 5.3	8.9 ± 7.2	.856
No. of ED visits within 30 d of discharge ^b	.309			
0 visits	410 (88.4%)	177 (88.5%)	167 (84.7%)	
1 visit	46 (9.9%)	23 (11.5%)	27 (13.7%)	
2 visits	6 (1.3%)	0	2 (1.0%)	
3 visits	2 (0.4%)	0	1 (0.5%)	

APR-DRG = All Patient Refined Diagnosis Related Group.

^a Between matched participants and matched control subjects.

^b Only patients discharged alive were included in this secondary outcome analysis (all patients = 464; case subjects = 200; control subjects = 197).

SURVEY RESULTS

Participants invited to complete survey (n=106):

“1. The *Partners in Healing*® program greatly enhanced our transition home”

92% rated it 4 or 5 out of 5

“2. I would highly recommend this program to other patients and families”

94% rated it 4 or 5 out of 5

SURVEY RESULTS continued

3. “Please write your general suggestions or concerns below”

106 unstructured written responses were qualitatively analyzed and four themes were identified:

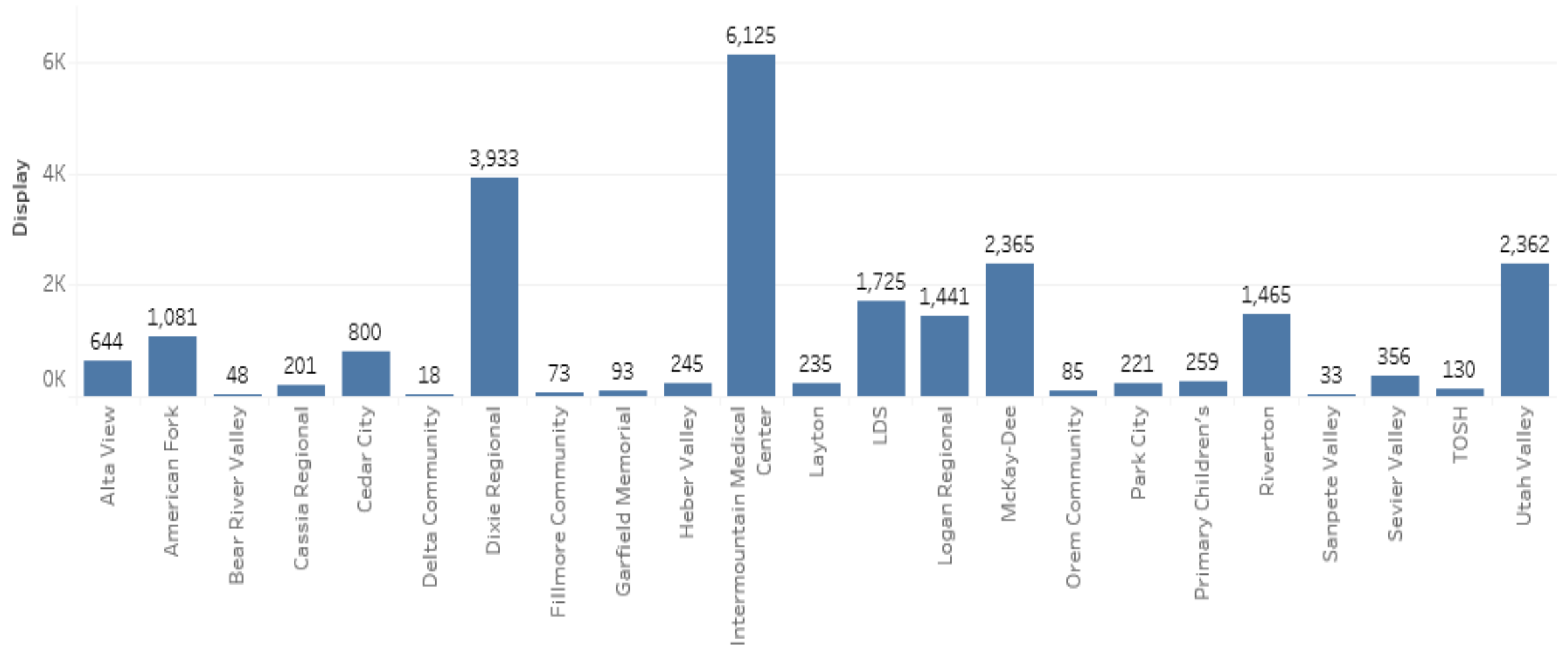
- a. Family members expressed **praise** and **gratitude** for Partners in Healing
- b. Family member acquired relevant **caregiving skills**
- c. Family members reported feeling **empowered, integrated into the care team, reduction in anxiety, increased confidence** in home caregiving tasks and like they were aiding the patient’s healing process.
- d. Family members thought the program should be **offered to all families** and during all phases of hospitalization including ICU.

SURVEY RESULTS

Sample of Participant Quotes

- “We (wife and I) thank you for allowing us the **dignity** to be part of each other’s lives.”
- “I really appreciated being given the **authority** to assist in my husband’s recovery.”
- “Once this program is fully up and running it will help families make the **transition** to bringing their loved one home. And, we think it helps the staff too when the “Partner” knows what to do – Win-win!!! We’re glad we were here for this.”
- “Partners in Healing **empowered** me during such a difficult time. It also allowed my husband to recover faster...”
- “...more importantly [this program] gives the family member better **understanding** of what needs to be done and why, so the patient can recover more quickly.”
- This program helped me [the caretaker] feel the **confidence** that I would be able to do what is needed once we arrive home.”

Hospital



PATIENT EXPERIENCE OUTCOME STUDY

December 2012 - December 2016

	Program Participants	Matched Non- Participants	Difference
Care Transitions Domain	68.7	62.3	+6.4
Understood purpose of medications	66.7	65.9	+0.7
Staff took preferences into account	67.3	58.3	+9.1
Understood managing of health	71.4	63.6	+7.9
Nurse Communication Domain	80.2	76.0	+4.2
Nurses treated with courtesy & respect	87.8	84.6	+3.1
Nurses listened carefully to you	73.5	72.7	+0.8
Nurses explained things understandably	79.6	71.0	+8.6
Pain well controlled during stay	68.9	67.3	+1.6
Got help as soon as wanted	58.7	61.1	-2.4
Number of Patients (N)	49	636	

Numbers in table are "top box" HCAHPS scores

STAFF PERCEPTION

Benefits of *Partners in Healing*®

- **Patients and families are more confident in their care**, making their transition home much easier.
- **Patients may recover faster.** Families can often encourage a patient toward progress more easily than a clinician can.
- **Patient safety is enhanced.** Improving communication between the patient, family member, and care team increases safety.
- **Patient needs are met more efficiently**, allowing staff additional time to complete critical tasks.



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Partners in Healing: Postsurgical Outcomes After Family Involvement in Nursing Care.

Van De Graaff M, Beesley SJ, Butler J, Benuzillo J, Poll JB, Oniki T, Francis M, Cable D, Hopkins RO, Lappe DL, Brown SM.

Chest. 2018 Feb;153(2):572-574. doi: 10.1016/j.chest.2017.09.046.Chest. 2018. PMID: 29406225

Partners in Healing: Redesign and expansion of family involvement in inpatient nursing care.

Van De Graaff M, Hopkins RO, Gee J, Beesley SJ, Butler J, Richards T, Crowley A, Lappe D, Brown SM..

Nursing. 2021 Nov 1;51(11):64-68. doi: 10.1097/01.NURSE.0000795328.29869.94.Nursing. 2021. PMID: 34678826