THE QUALITY NEWS

> "If you want to go quickly, go alone. If you want to go far, go together"
>
> **African proverb**

Person Centered Planning & Thinking
Hospital Passport

There are often challenges that our individuals are faced with if they must be admitted to a hospital or a rehabilitation center for care.   It may not be possible to ensure that there is someone, including family members, friends and / or employees to be present at all times in order to ensure that the proper supports are in place at all times.   There have been instances when an individual has been admitted to a specialized hospital that is located in a different part of the state, which could impact the availability of visitation from family, friends and employees. We have also experienced the facilities that do not permit anyone, including family, inside during the treatment course.   If communication challenges are present, there will be a concern that the medical staff will not know how to communicate using best methods designed in order to match the needs of the individual. The reality is that the medical staff are strangers to our individuals and as advocates we must set up everyone for success by providing the staff with person centered tools.

PCT in Central Lancashire provides an outstanding idea, essentially a condensed version of a *One Page Profile* that they call the Hospital Passport. This PCT tool is described as "a set of key information about how a person prefers to be supported" during a hospital or rehabilitation visit.

Comprised in a simple format, the Hospital Passport includes an easy to read, brief cover page - literally listing two to three bullet points – specifically addressed *to* the medical staff, simply stating that the document is to be kept with the nursing notes and is a 'must read' as it provides key information on how to *communicate and support the person*.   Followed are three short (1 page) sections which include **RED (Critical Information), AMBER (Things that are important to the individual)** and **GREEN (Likes and Dislikes).**

The **RED** section, aside from important health info (i.e. meds, seizures) also has all the contact information for a *key person who knows the individual best*. This is such a great idea as the medical staff will know they can reach out 24/7 if they have questions to better support the individual. This section also lists the techniques that work best when using medical interventions such as taking blood, vital signs or giving injections. **AMBER** outlines *all* the things that are really important to the person that will help in supporting them properly during their stay. The medical staff will find specifics on how to provide the best support in areas on **HOW TO:** communicate; assist with meals/drinking; provide personal care; mobility aides; the best way to give medications; recognizing if the person is bored, upset, lonely, worried, experiencing pain; sleeping patterns; personal care needs; if they wear eye glasses for distance; and who will be visiting them. **GREEN** is the section specifically where the person lists what upsets them or makes them happy; their list likes & dislikes; how the person prefers to be spoken to and any other special needs.

Everyone should have their own Hospital Passport and keep on hand in the event that is needed. When creating the document, *together* really think and process each question. The passport is literally a teaching guide, and in the event that an advocate is absent or the person is unable to communicate, the passport needs to have thoughtful clear statements that will allow for the best possible supports and help that will allow the person to feel safe. Email Quality for a copy of the Hospital Passport word document.