



Making Crucial Connections During a Pandemic: The Family Meeting

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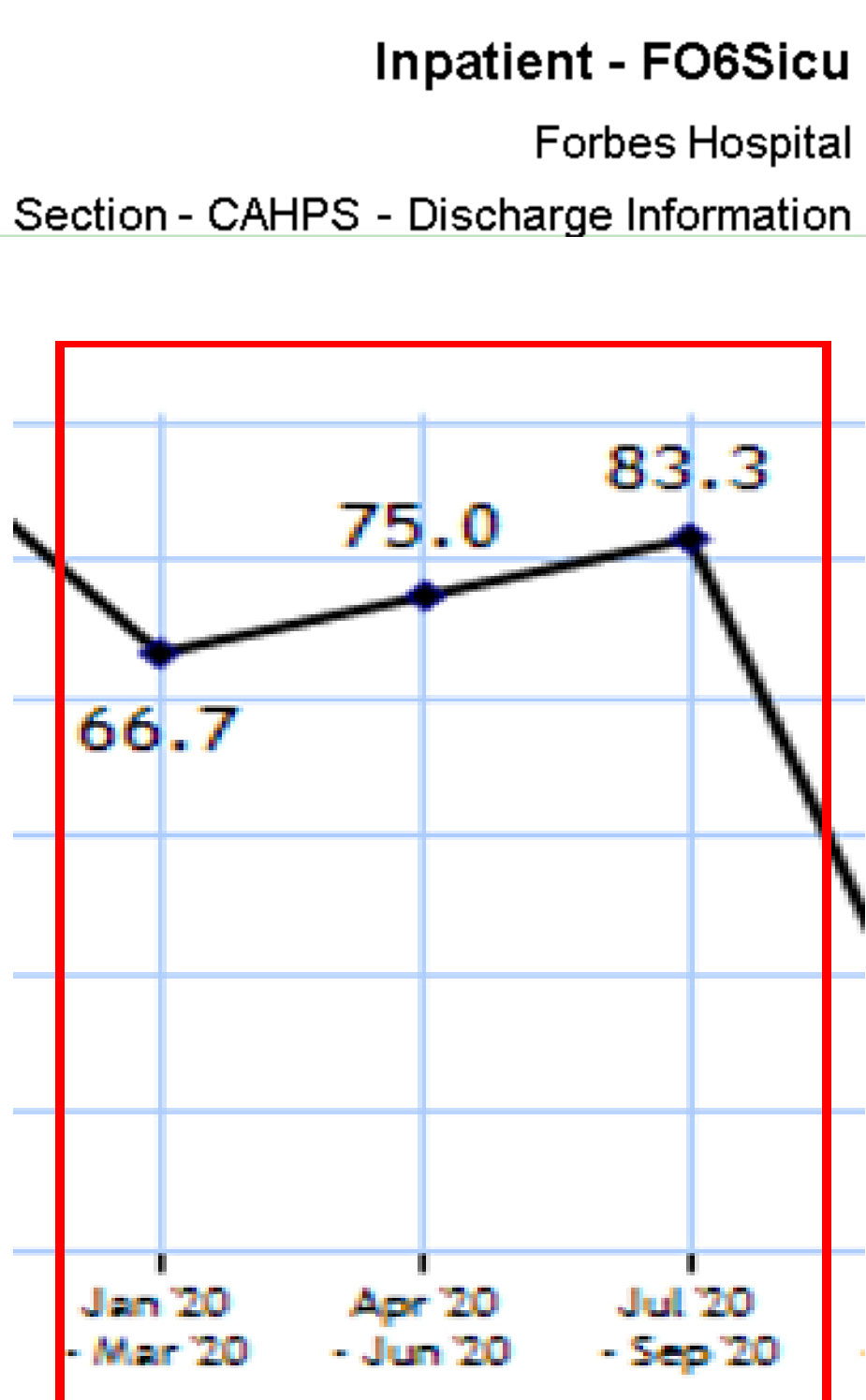
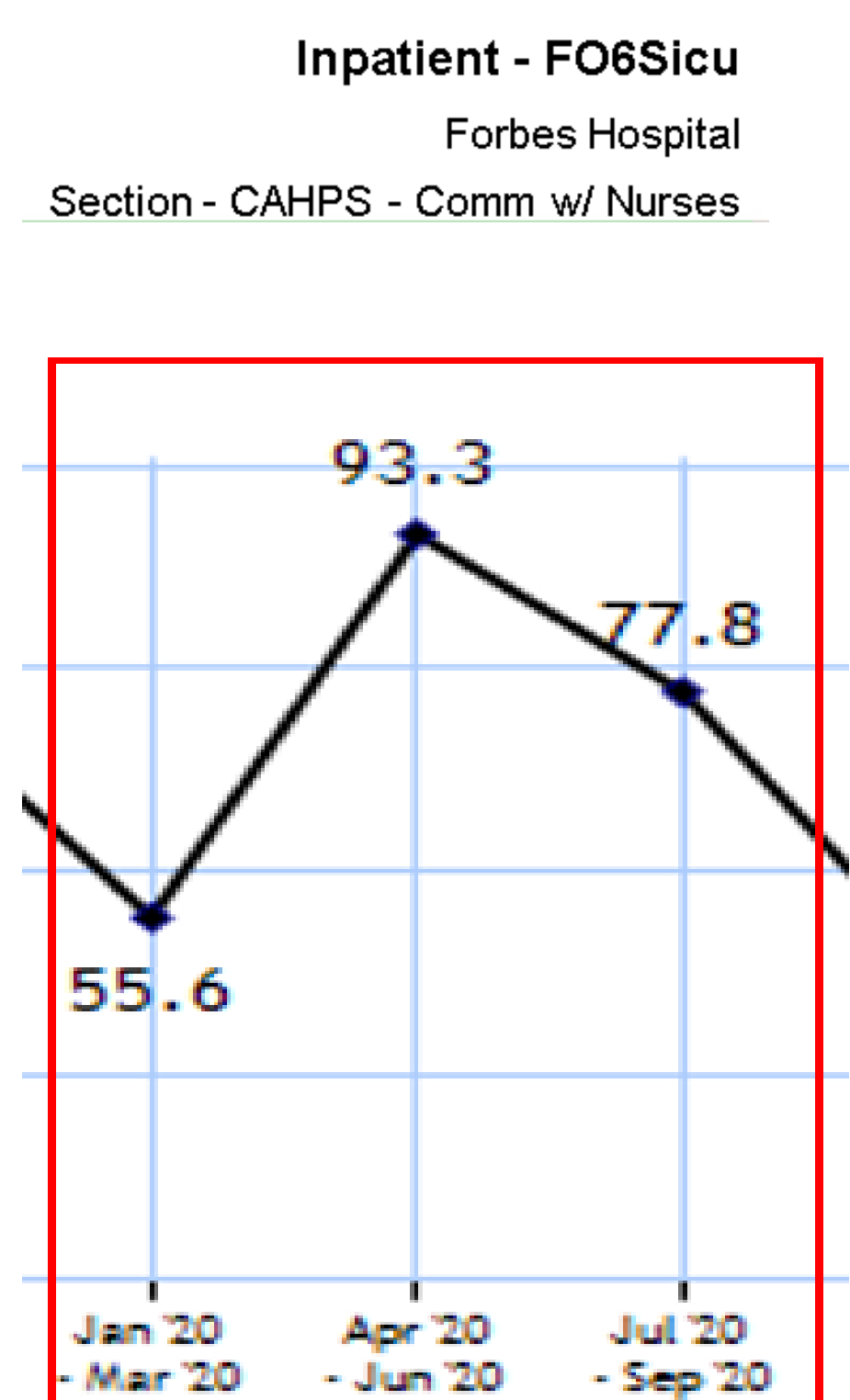
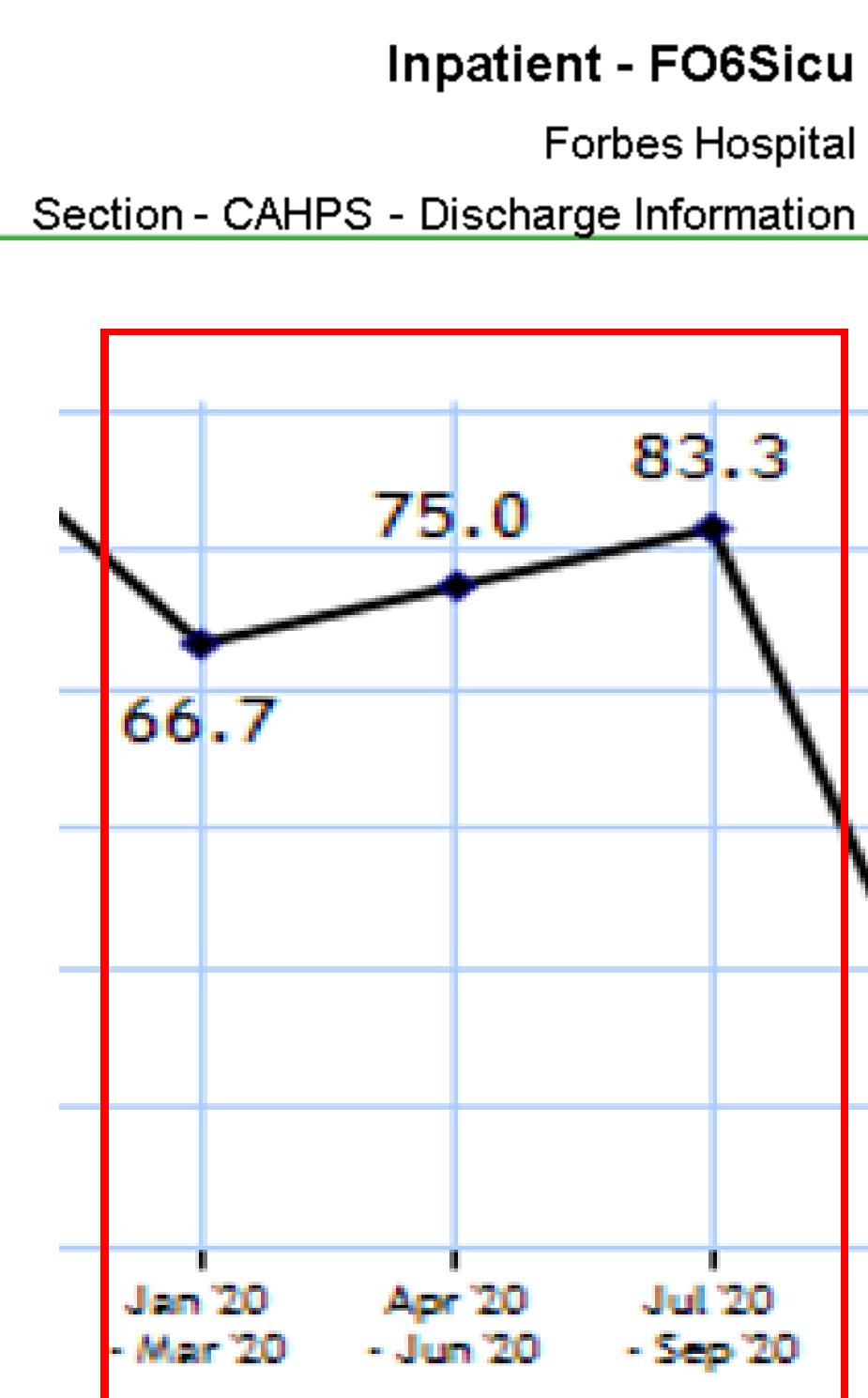
Introduction/Objectives

Have you ever wondered who's leading the patient/family conversation? Is it the physician, the nurse, or a collaborative conversation that includes the patient, family, and caregiver? The latter is the correct approach. In order to provide our patients and their families with the ultimate patient experience the care coordination conversation is priority. Our Case Management (CM) department drives a standardized, regulatory compliant and ethically based approach to patient, family, and caregiver interactions by conducting family meetings with our ICU patient population on or before day three of the hospital stay. Evidence shows by conducting a family meeting early in the patient's stay you are able to improve communication, increase family satisfaction, identify the decision maker, and develop trust between the multidisciplinary team, patient, family or caregiver (Wood et al., 2020).

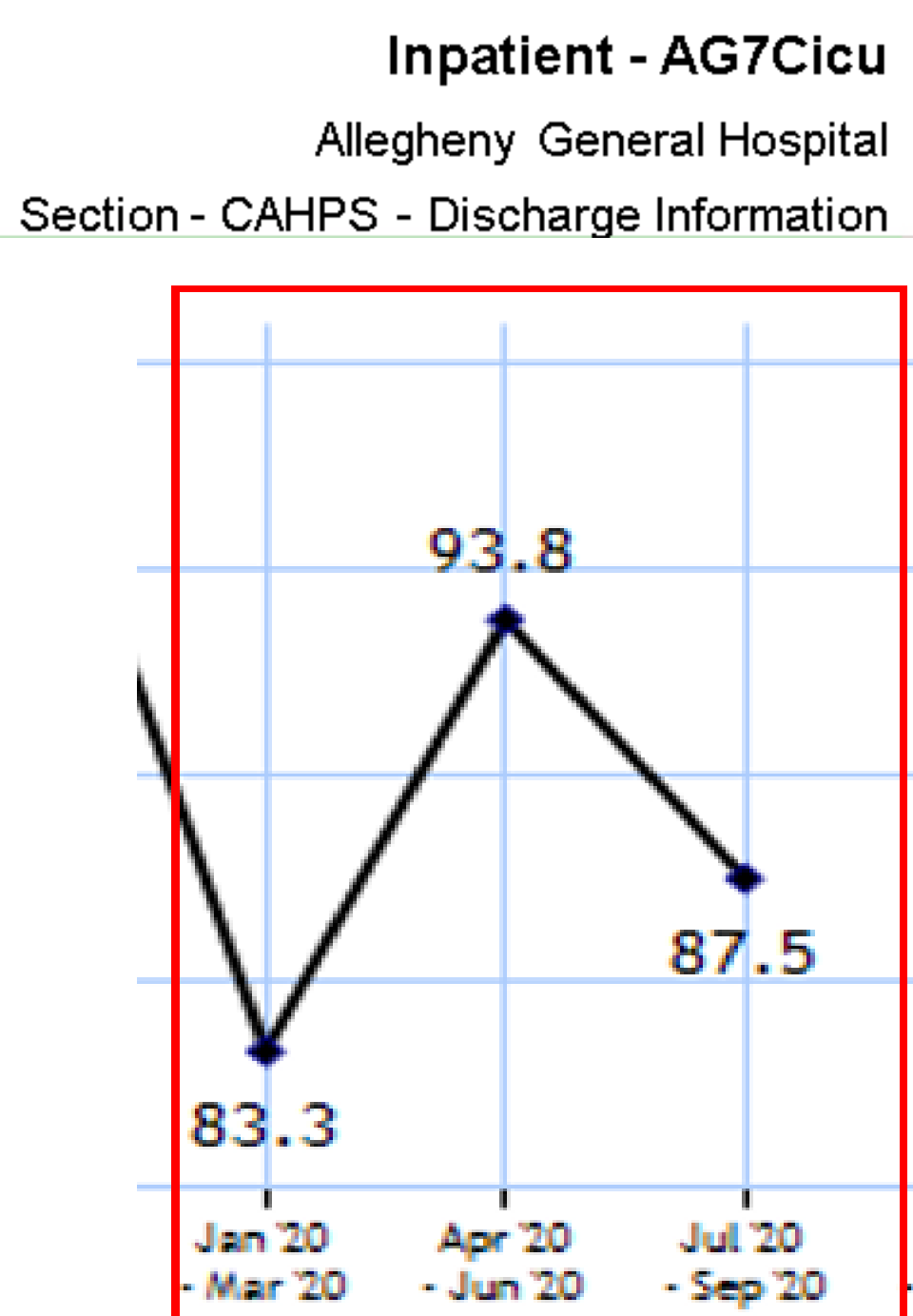
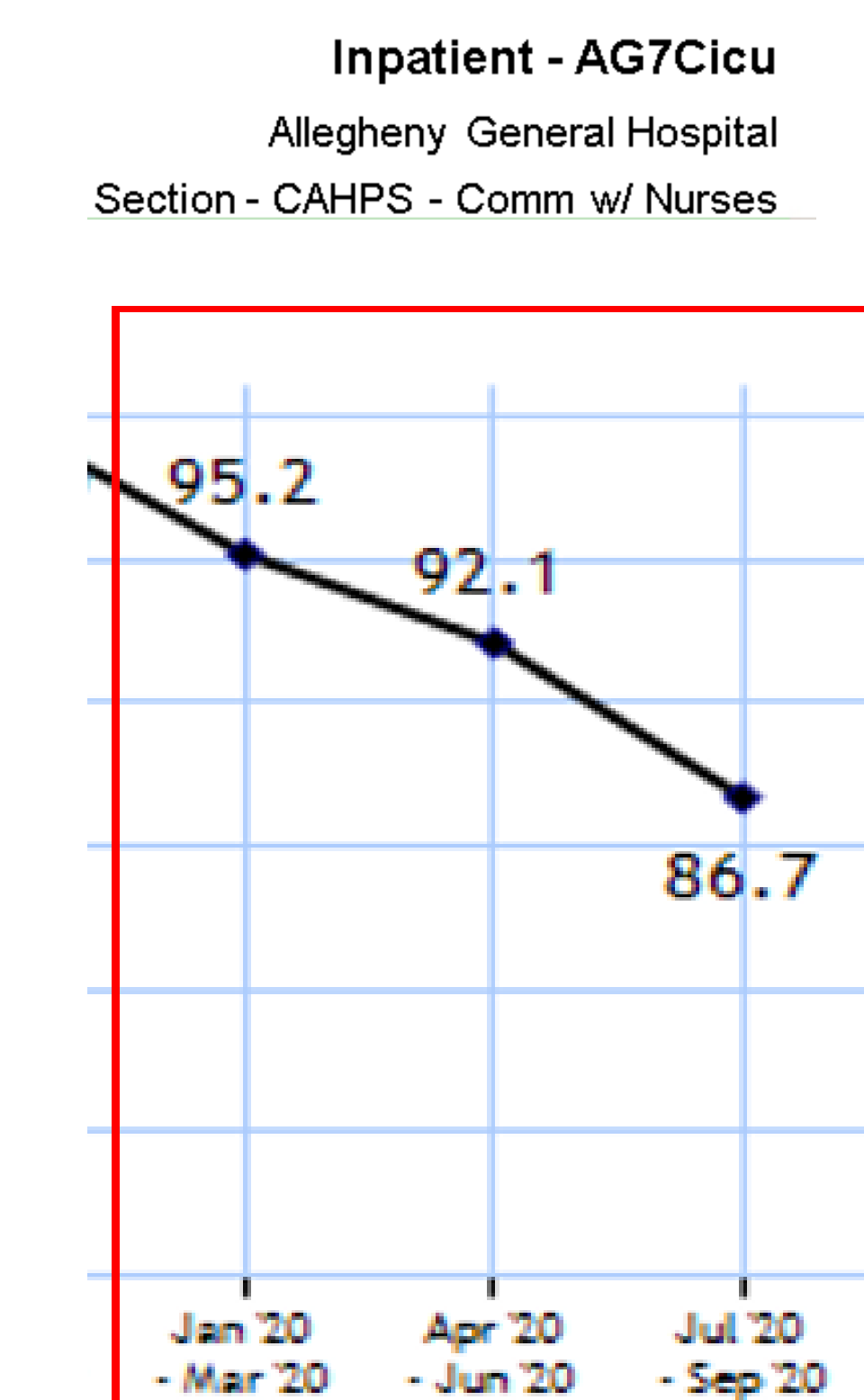
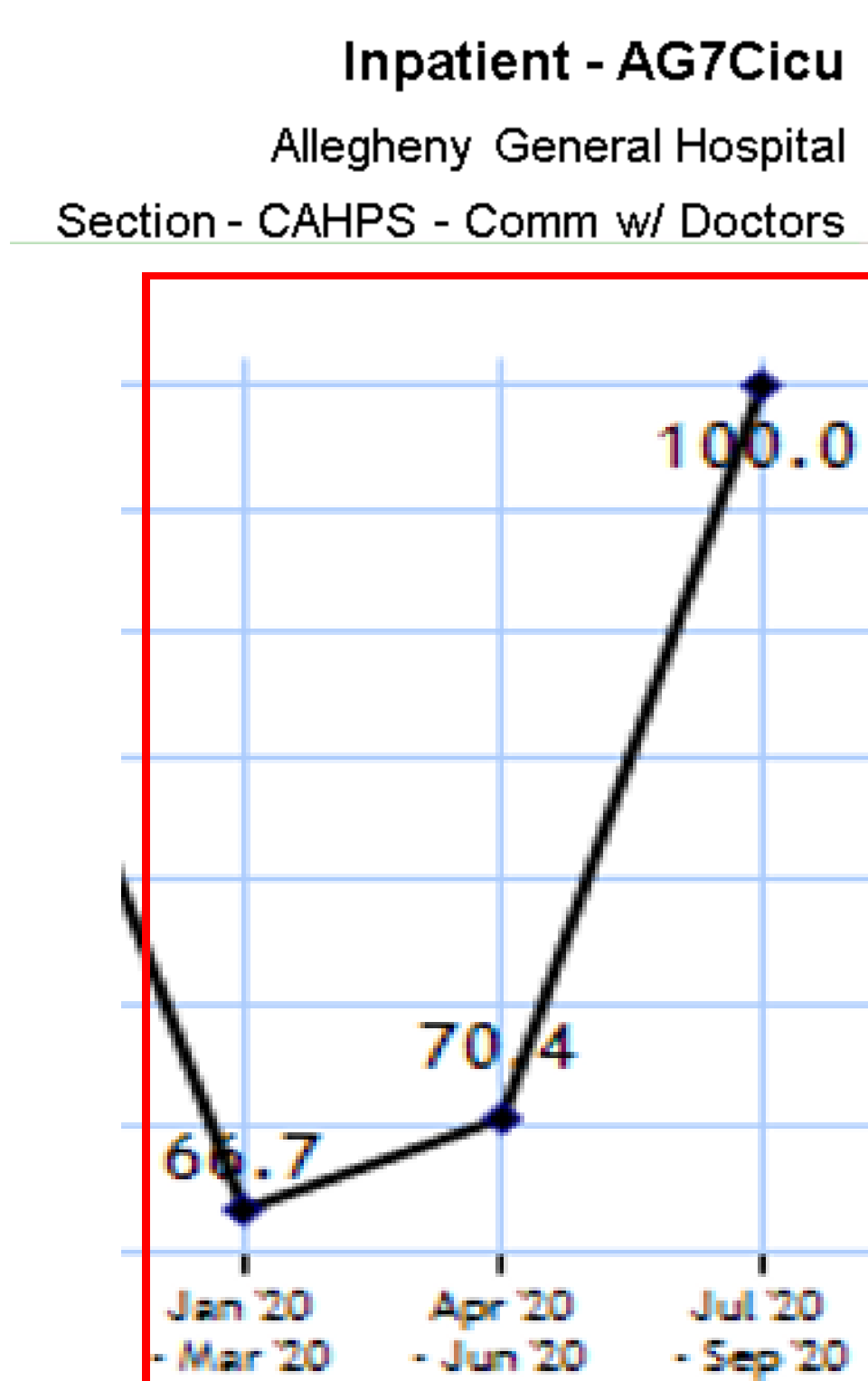
Background

More now than ever the importance of clear communication, and assessment of patient and family needs and resources are needed in order to identify a timely transition plan. Key stakeholders that drive in person communication for hospitalized patients must include the social worker, case manager, bedside nurse, physician and family/caregiver. This can be challenging considering current state, and new regulations aimed at patient, visitor and staff safety. Telehealth and innovation have made their way into crucial medical conversations. The recent COVID pandemic has forced us to embrace technology quickly, thinking out of the box so that exemplary patient care can be provided. Healthcare teams are leveraging electronic platforms inclusive of telemedicine and video conferencing to facilitate the family meeting and dialogue with key contributors important to the patient's successful transition.

Data



*Press Ganey
Top Box scores for AHN indicated an increase in patient satisfaction specific to the Domain of Discharge information during the COVID pandemic.



Conclusion

The family meeting has become one of the most crucial parts of the patient's hospital stay. In order to develop trusting relationships between the patient and care team, the family meeting is a must. Patient and family participation is crucial to the success of the meeting. Key takeaways include the need for early collaboration, key stakeholder involvement, open/honest communication, and active listening with empathy and implementation of early interventions as it relates to the discharge plan.

References

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<https://www.capc.org/training/communication-skills/conducting-a-family-meeting/>

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