

Improving Stroke Care Together – Care Resource Binder



Across the stroke rehabilitation program, including inpatient, outpatient and community, family caregivers are essential members of a patient's health care team. Involving family caregivers as partners in care is an important part of our **Care Partnership** framework and strategic priority of **Innovating Together**. The CARE Resource Binder was co-designed with patients and family caregivers as an individualized tool to facilitate communication, involvement of patients and family caregivers as partners in care, and effective transitions. The binder, given at admission and updated throughout the stay, includes the following co-created resources with additional items added to cater to specific needs:

General Information:

This section includes a welcome and CARE Resource Binder instruction guide, site map, information booklet, and a staff/provider roles list.

My Event:

This is the education section about the patient's event – stroke or other neurological condition. The stroke material is consistent with that in the Stroke Network Stroke Passport. In this material there is space for adding in patient specific information.

Questions to ask:

This section provides space for patients and family caregivers to write questions that they wish to remember to ask the team at a later time.

Education:

This section starts the process of patients and family caregivers identifying their needs and goals for rehabilitation. The checklist provides an overview of the skills that may be learned with team members reviewing the list with patient and family caregivers regularly throughout the stay.

Discharge:

This section helps to prepare the family caregiver and patient for discharge. Patient-oriented discharge summary (PODS) will guide the discharge process, including a final review on day of discharge. Pertinent materials for discharge will be placed in this section by team members.

Upon discharge from the program, the binder acts as a portable resource and record of the patient/caregiver journey for on-going care needs. All three stroke programs have just started their first PDSA cycle. The binder will be implemented with five patients/caregivers from each team being part of the evaluation cycle.

Stroke Rehab Unit Updates – For a Better Patient Care Experience



Over the last few months the inpatient stroke unit has undergone some crucial upgrades with input from staff, patients and family caregivers.

White boards at the patient's bedside have been updated to reflect important information to improve communication, transparency and patient safety, with up to date information including transfer status.

Patient closets in the room have been converted into a storage area for patient specific supplies, so staff can have point of use access while providing care to patients. The patient therapy schedule has



been replaced with an electronic system. The previous method consisted of a busy board with small magnets used to mark specific therapy times. Patients and staff reported it was difficult to use and interpret from the patient's perspective. The new system was designed by staff on the stroke unit and can be updated electronically, while displayed on an electronic screen. Patients and staff already report a much more user friendly experience with the system.