

# Enhancing Patient Voice in Rapid Rounds

## Bedside Perspectives

Behrad Bayati & Fatima Nazir

**Faculty Leads:** Dr. Robert Fleisig & Dr. Zobia Jawed



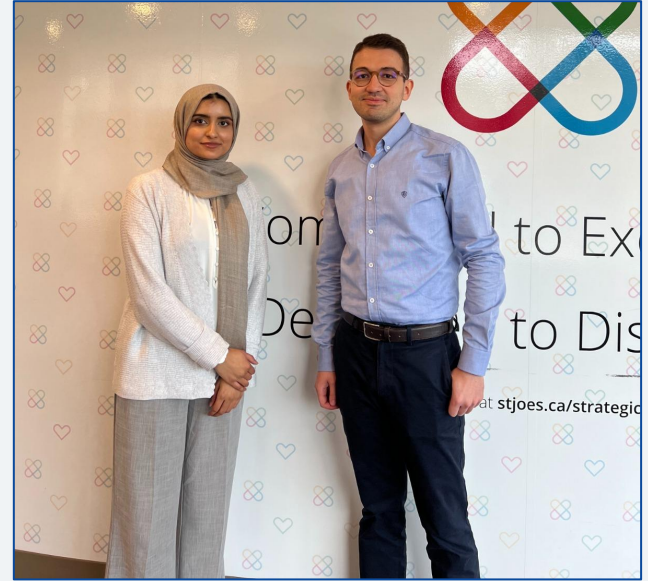
# About Our Team



*At SJHH, user testing with patients.*

## **Fatima Nazir**

Background in Applied  
Psychology and UX Research



*Final Presentation at SJHH in August 2024.*

## **Behrad Bayati**

Background in Computer  
Engineering and UX Design

“ I feel **invisible**. The longer I stay here and the older I become, the more invisible I feel like I become.

NEPHROLOGY INPATIENT INTERVIEW, SJHH, 2024

# Overview

Focus on potential challenges in integrating patient perspectives within **context of Rapid Rounds**, with the aim of creating solutions that benefit both patients and care team members. Ultimately, improving bedside communication.

**Rapid Rounds: Type of Meeting with Healthcare Workers where they Review, Assess, Prepare for Imminent Discharge.**

- At SJHH they assess 1 patient case per minute



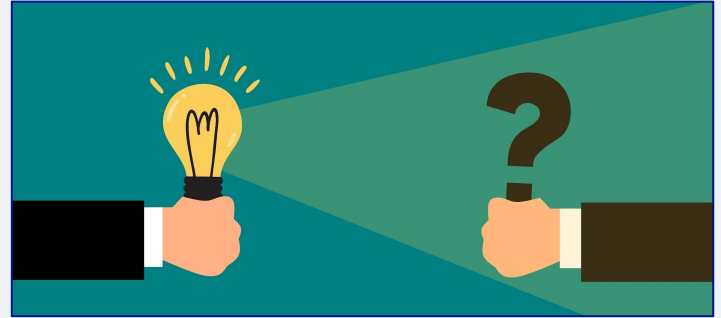
# Problem and Challenges

## Problem Statement

“How do we bring the patient’s perspective into Rapid Rounds?”

## Challenges

- **Capturing Patient Perspectives:** Currently there is no way to document patient responses and we also do not want to over burden staff.
- **Relaying Patient Voice & Communication Gaps:** Existing insights conveyed in rapid rounds may be overlooked leading to fragmented care and delays.



“

## What is Patient Voice?

“Taking **patients thoughts down** and their **opinions.**”

“People think it’s about big decisions. But **no one ever asks** me what I wanted here in the **small stuff** like my meals.”

“What the patient's **hoping** for and **wanting.**”

“Not just about expressing my needs, it involves others **listening** to me as well”

“**Historian.** Being able to tell the **story** of where you were.”

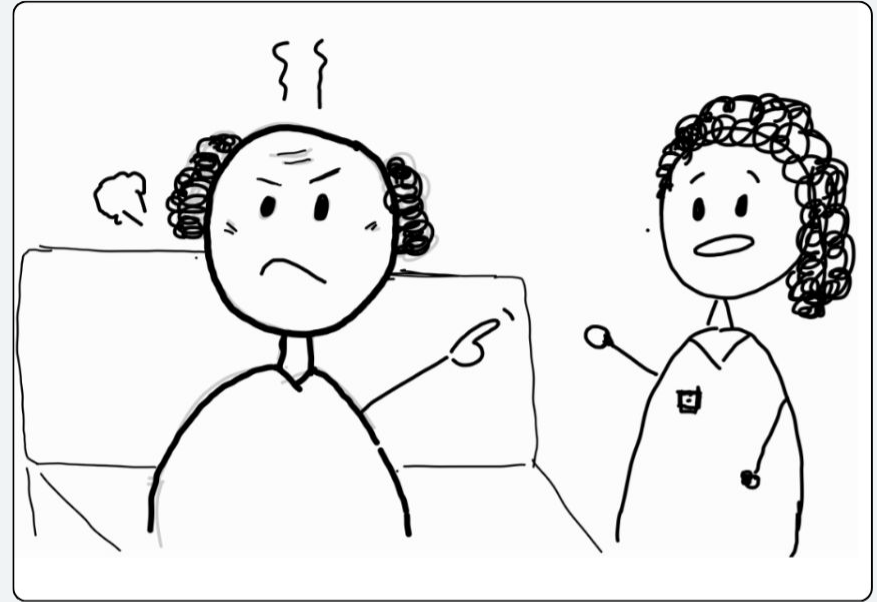


What Users Said

# Amir's Experience: Based on Real Stories

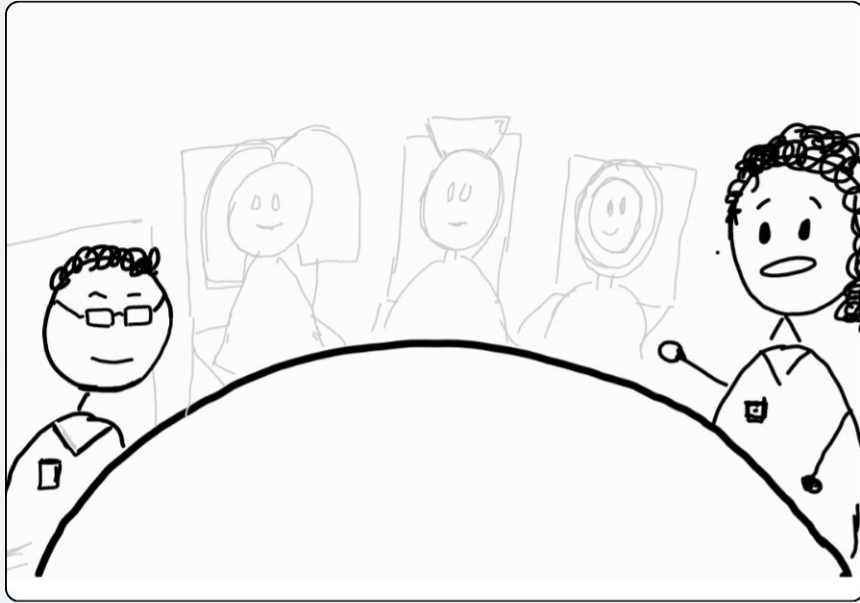


Amir, a dialysis patient, receives a message about his niece's upcoming wedding that fills him with **excitement** and **hope**.



Social Worker enters, "Amir, I understand how much this means to you, but if you leave now, it could be a **risk to your safety**. You might end up back here sooner than you expect."

# Amir's Experience: Based on Real Stories



Sana verbally **shares patient's preferences** with the team, emphasizing his needs.

Sana **worries** if Amir's needs will be **overlooked**.

"Don't just talk to the patient. Call his daughter. Put her on speakerphone because otherwise, we'll just **end up looping back**."

He even told me himself, 'I **want** my daughter involved.' "

# Amir's Experience: Based on Real Stories



When Dr. Max visits Amir, he doesn't acknowledge Amir's preference for involving his daughter, leaving Amir feeling **unheard** and **unseen**.



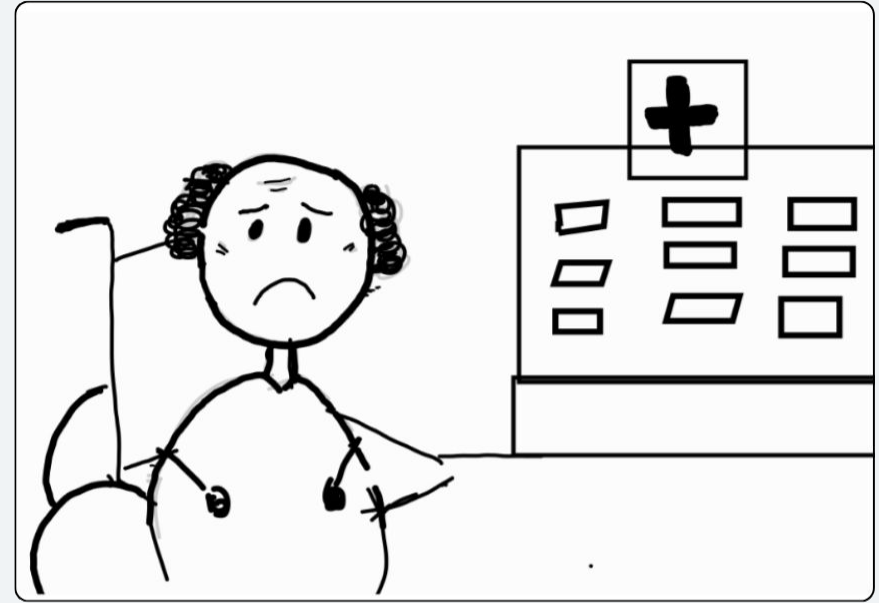
Amir's **frustration** and **confusion** grows as he tries to understand what's happening.

# Amir's Experience: Based on Real Stories



"His care team asks: **“When you do go home, how will you get there? Who do we need to notify?”** they ask, their voices laced with concern.

Amir suddenly realizes he hasn't ironed out the details.



Amir is brought back to the hospital after falling down. Amir faces the harsh truth: **his body, once his own, is no longer something he can control.**

# Taking a Closer Look

Key Insights & Opportunities

01

## LACK OF TRANSPARENCY

When patients do not understand decisions, this impacts how prepared they feel at discharge. Creates disconnection from care and makes them feel passive participants.

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02

## PATIENT VOICE IS 'PRESENT'

Preferences and nuances relayed but not documented nor explicitly defined, so easily 'falls through the cracks'

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03

## CARE TEAM MEMBERS POSSESS DEEP INSIGHTS

Understand what insights communicated, and how can we capture them to optimize these for critical care decisions.

# How Might We...

## **Patient Focus**

How might we ensure patients feel heard and connected with their care team, and hospital journey?

## **Clinician Focus**

How might we enhance communication and connection between clinicians and patients, without adding to their workload?



# **Exploring New Ways to Look at Patient Voice**

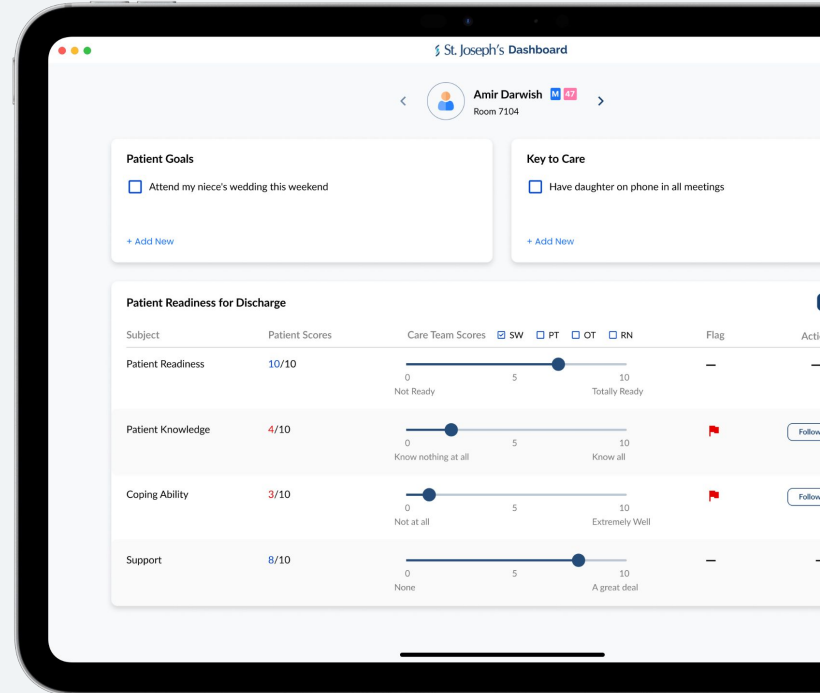
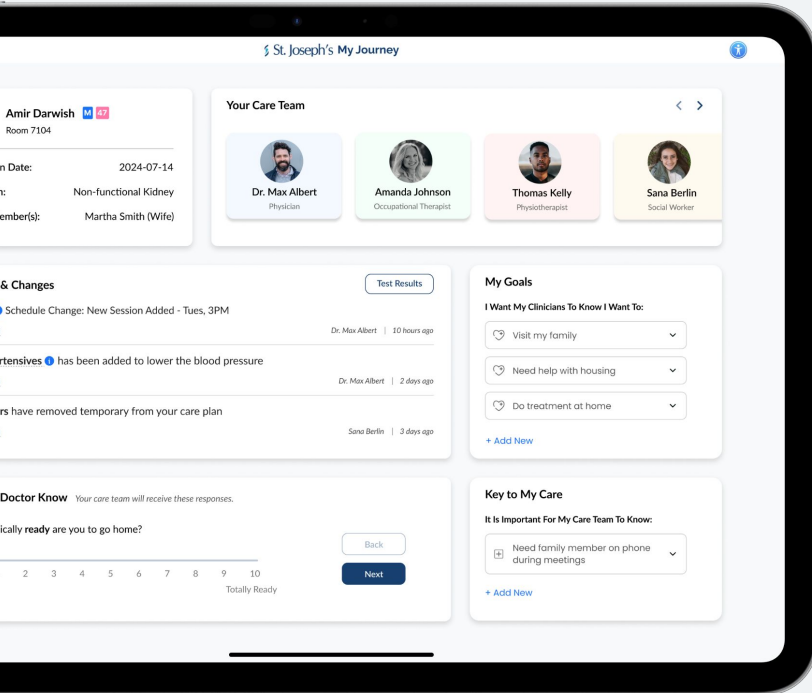
Possibilities & Solutions



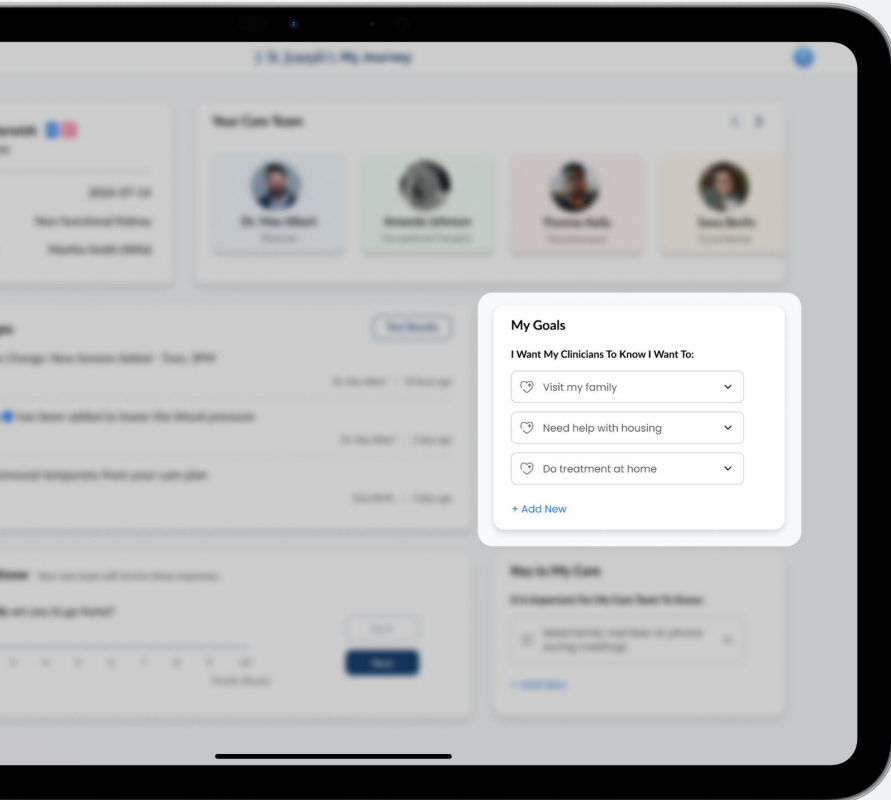
**Re-Imagine Patients and Clinicians as  
collaborators in their care**

Introducing

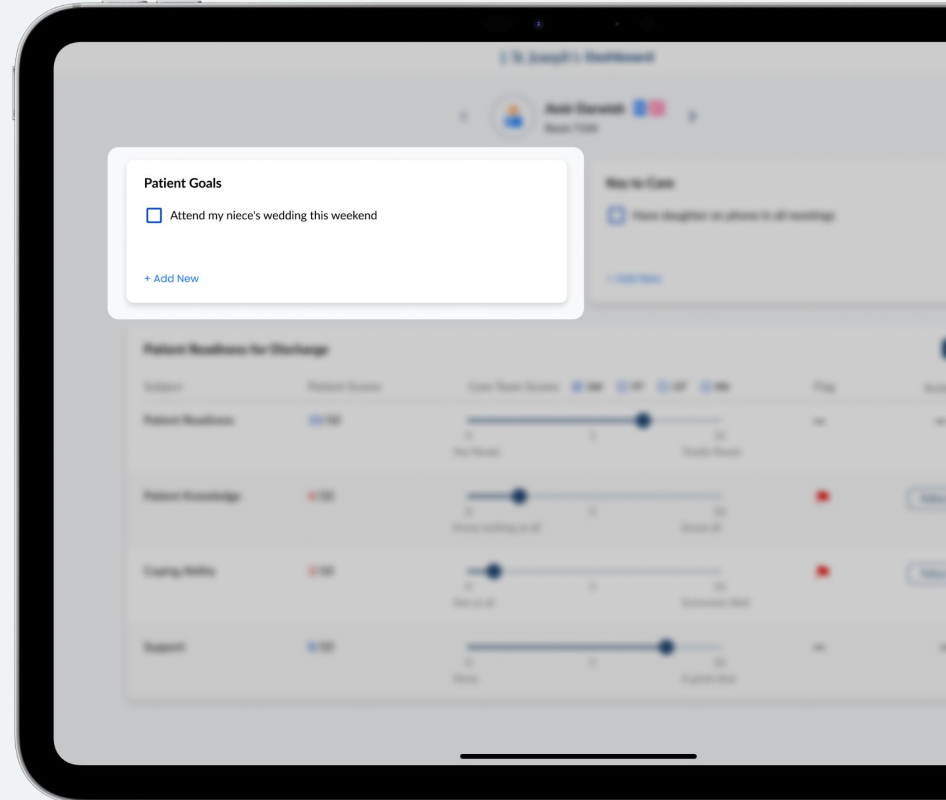
# Two Way Platform for Patient-Clinician Collaboration



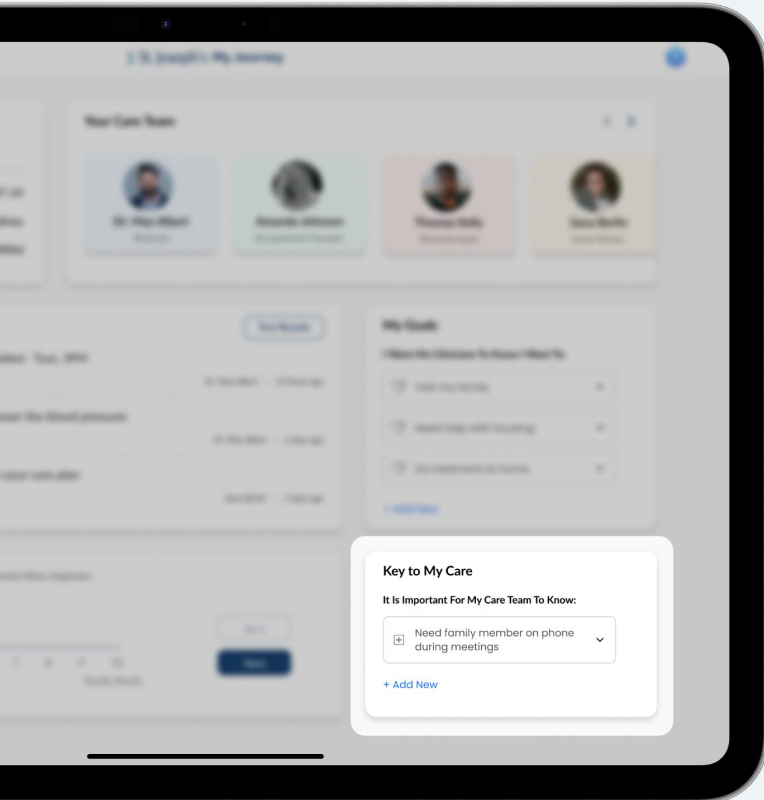
# Patient View



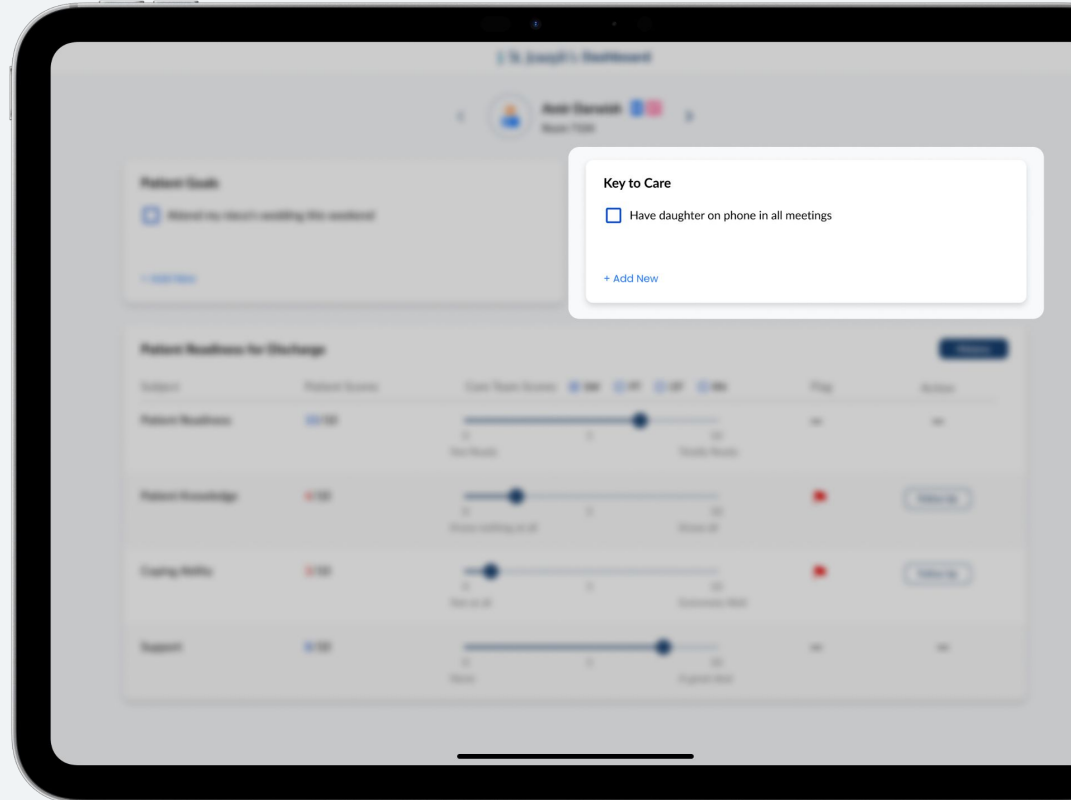
# Care team View



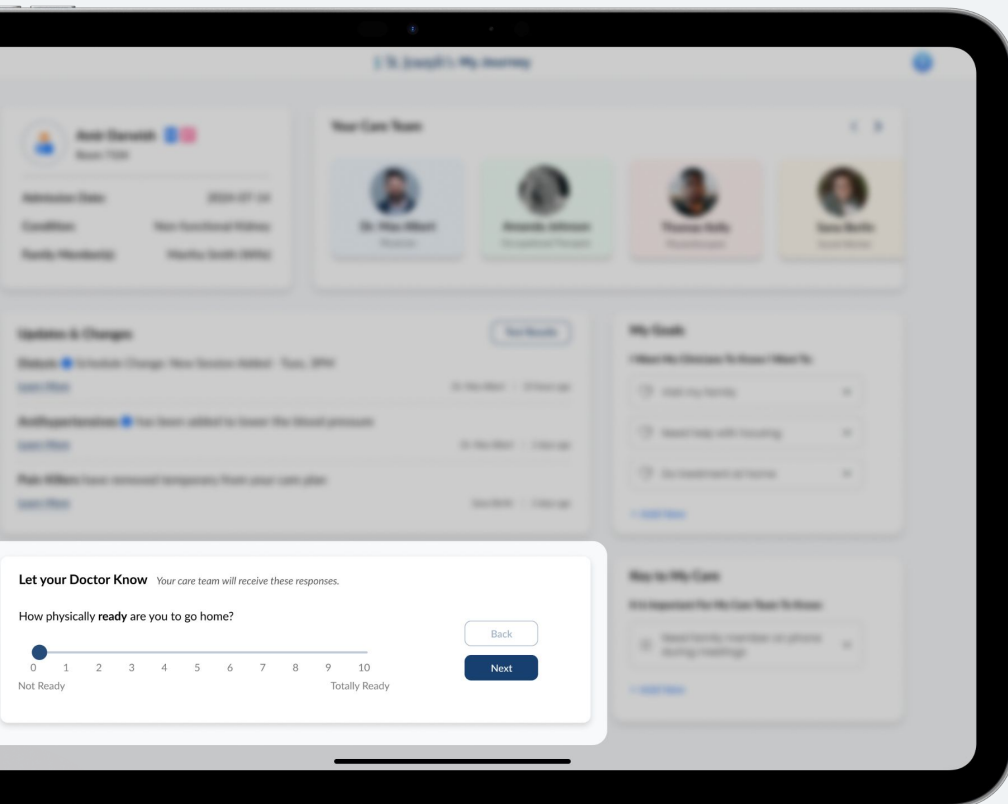
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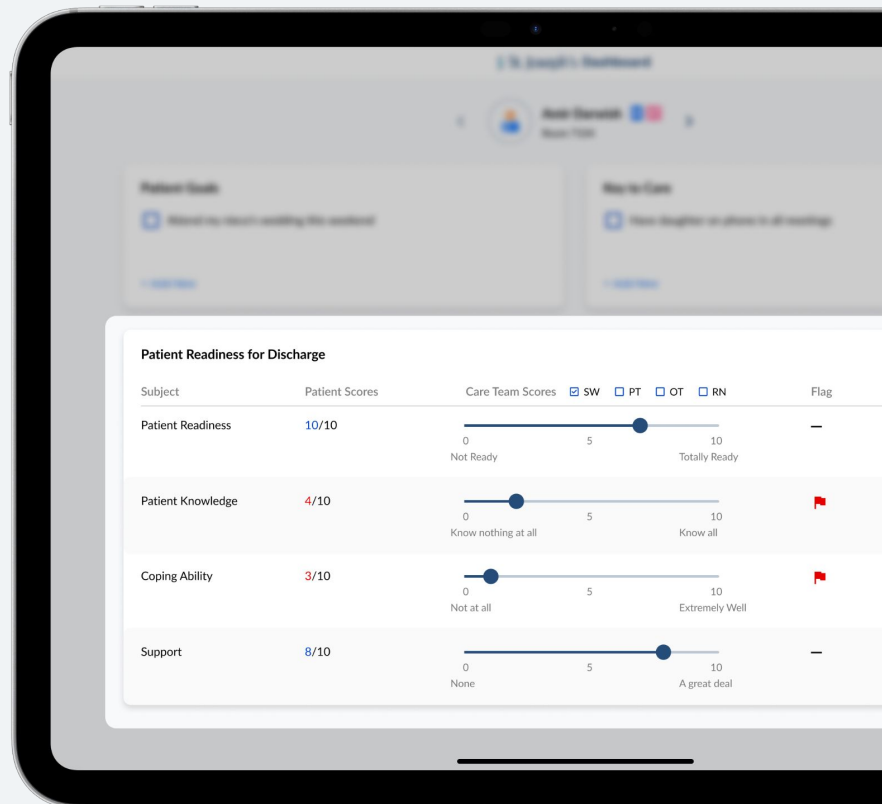
# Care team View



# Patient View




# Care team View



# Patient View

St. Joseph's My Journey


 **Amir Darwish** M 47  
Room 7104


Admission Date: 2024-07-14


Condition: Non-functional Kidney


Family Member(s): Martha Smith (Wife)

Your Care Team

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Physician

 **Amanda Johnson**  
Occupational Therapist

 **Thomas Kelly**  
Physiotherapist

 **Sana Berlin**  
Social Worker

Updates & Changes Test Results

**Dialysis** 📍 Schedule Change: New Session Added - Tues, 3PM  
[Learn More](#) Dr. Max Albert | 10 hours ago

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My Goals

I Want My Clinicians To Know I Want To:

- 📍 Visit my family ▼
- 📍 Need help with housing ▼
- 📍 Do treatment at home ▼

[+ Add New](#)

Let your Doctor Know Your care team will receive these responses.

How physically ready are you to go home?

0 1 2 3 4 5 6 7 8 9 10  
Not Ready Totally Ready

Back Next

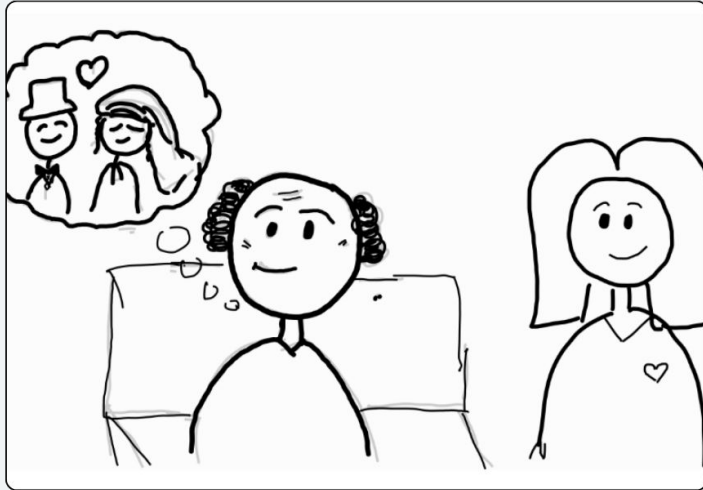
Key to My Care

It Is Important For My Care Team To Know:

- + Need family member on phone during meetings ▼

[+ Add New](#)

## Capturing Patient Voice at Bedside



Expresses deep desire to attend his niece's wedding to compassionate volunteer.

### My Goals

I Want My Clinicians To Know I Want To:

♥ Visit my family



♥ Need help with housing



♥ Do treatment at home



+ Add New



His goal which he felt was just once words in the air is now **captured, stored, and sent** to his care team.

# Capturing Patient Voice at Bedside



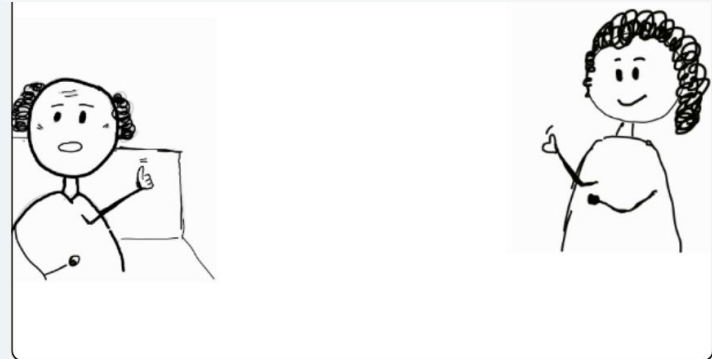
Social Worker, comes in and **guides** Amir to enter key info.

## Key to My Care

It Is Important For My Care Team To Know:

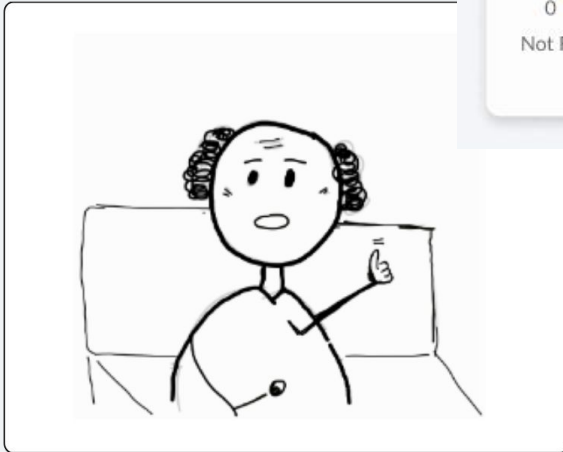
+ Need family member on phone during meetings ▾

+ Add New



Anyone who has a meeting with him will be able to see this **visually** as a Critical Key to his Care.

# Capturing Patient Voice at Bedside



He doesn't feel **dependent on others** to relay his needs to the doctor, knowing the doctor will see his input directly.

**Let your Doctor Know** *Your care team will receive these responses.*

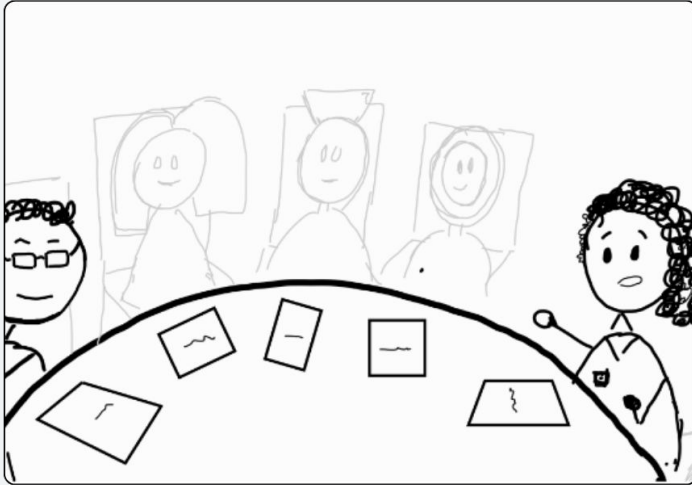
How physically **ready** are you to go home?



Back

Next

## Relaying Patient Voice in Rapid Rounds



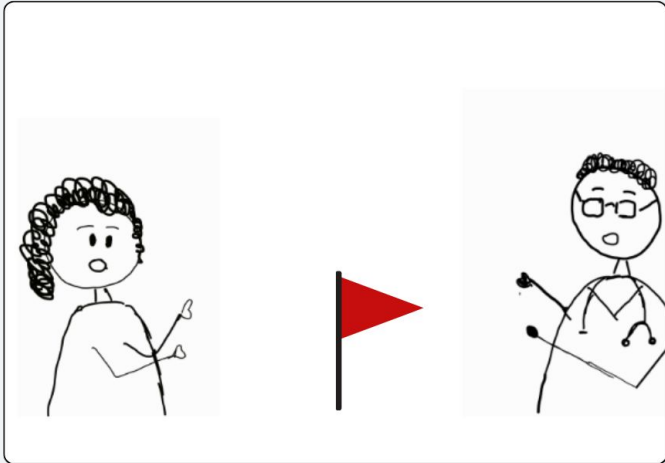
Patient goals helps provide **context** to Amir's **feelings**.

### Patient Goals

Attend my niece's wedding this weekend

[+ Add New](#)

# Relaying Patient Voice in Rapid Rounds



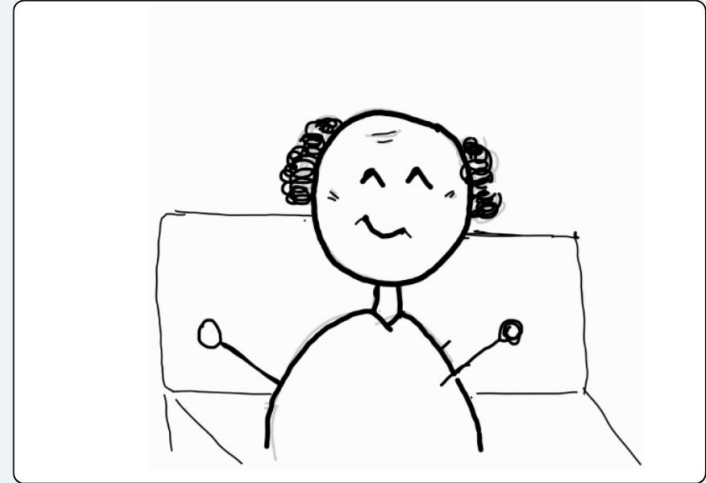
Helps the clinician have a **window** into how Amir is doing, **leveraging** what his care team knows.



## Impact of Clinical Discussions at Bedside



"I saw that you had some gaps in understanding of some of the medical changes. Let's go through it **together**"



**Acknowledgement**, makes Amir feel **heard** and **seen**.

# Benefits

How Design Decisions meet User Needs

**Leverages insights from those who know the patient best**

Uses and works around existing workflows of care team, keeps what care team value – personal communication.

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**Ensures Patient Voice is not overlooked**

Ensures significant data doesn't slip through the cracks by turning captured Data into action. Better decision making when the team has better picture of the patient.

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**Enhances conversations between patient-clinician**

Helps clinician have greater insight into patients values and concerns in order to create more meaningful dialogue.

“ Magnifying patient voices and putting them at the centre of their care, so they can feel a little more in control and a **little less invisible.**

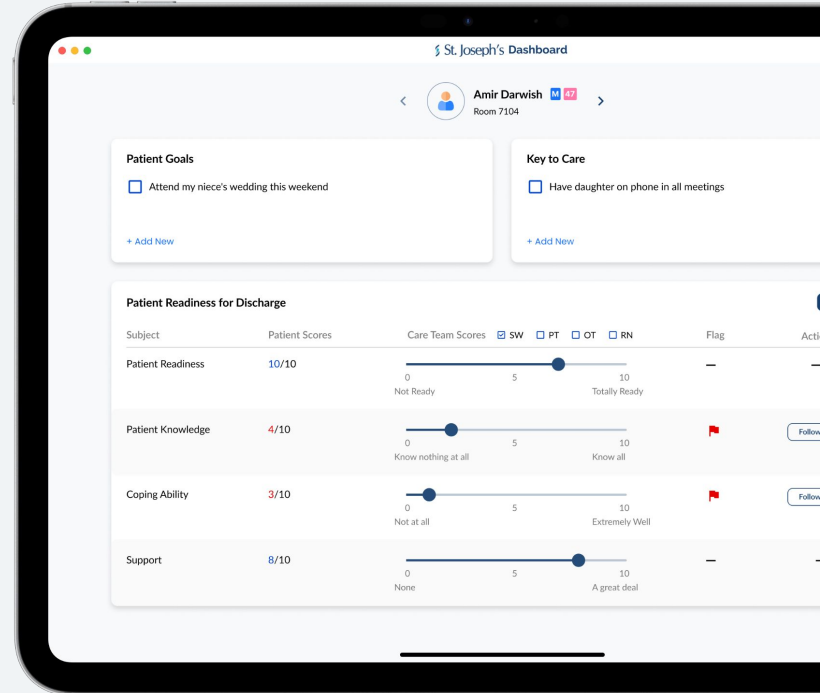
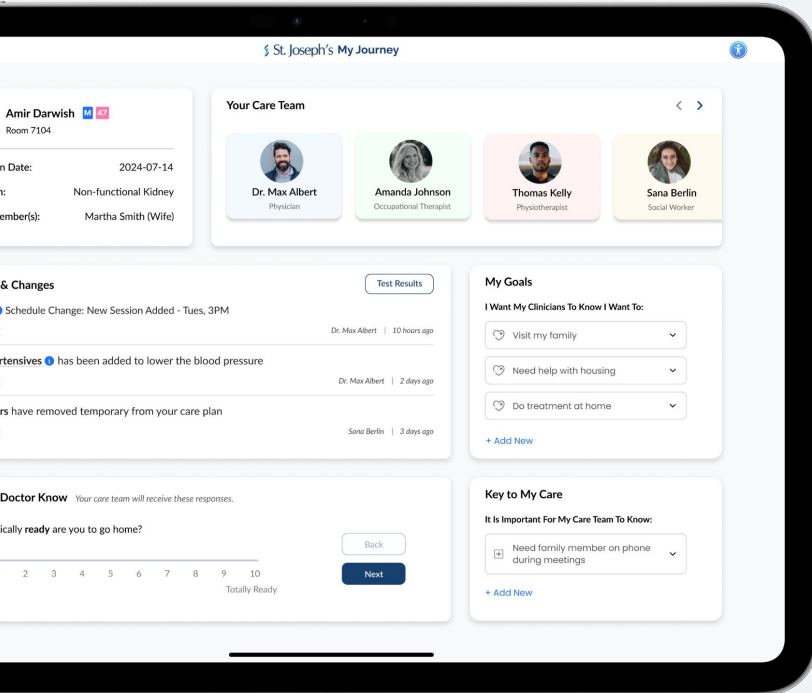


# Appendix

Other Important Information


Introducing

# Two Way Platform for Patient-Clinician Collaboration



# Patient View

St. Joseph's My Journey


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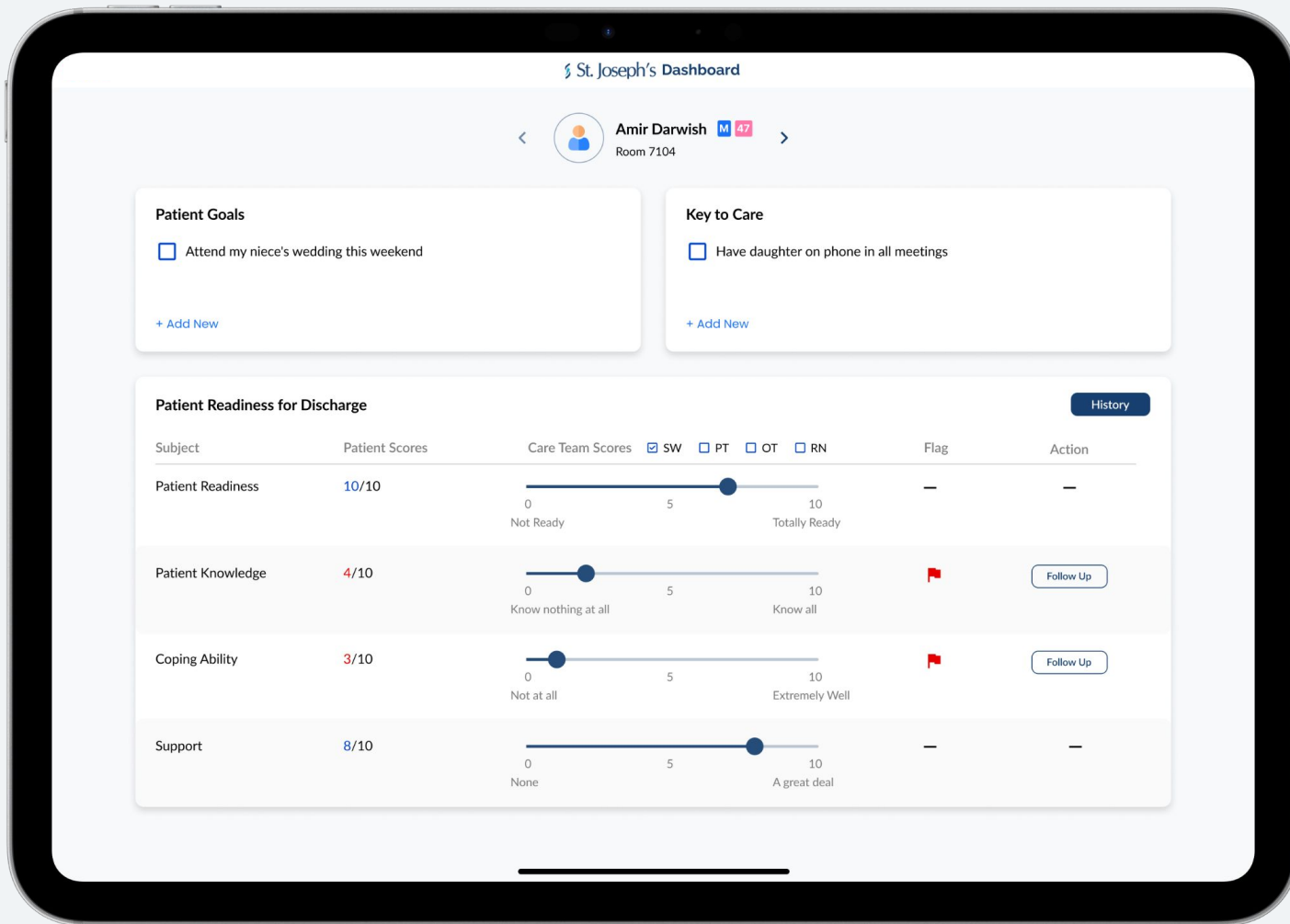
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Back

Next

## Key to My Care

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[+ Add New](#)

# RHDS Original

## READINESS FOR HOSPITAL DISCHARGE STUDY -- ADULT FORM ©

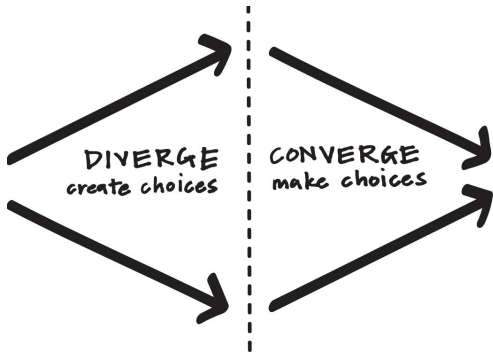
Please fill in the circle next to your answer. The answers are on a 10-point scale from 0 to 10. The words below the number indicate what the 0 or the 10 means. Pick the number between 0 and 10 that best describes how you feel. For example, circling number 7 means you feel more like the description of number 10 than number 0 but not completely.

1. How physically <b>ready</b> are you to go home?	1   2   3   4   5   6   7   8   9   10 Not ready <span style="float: right;">Totally ready</span>
2. How would you describe your <b>pain</b> or <b>discomfort</b> today?	1   2   3   4   5   6   7   8   9   10 No pain/ discomfort <span style="float: right;">Severe pain/ discomfort</span>
3. How would you describe your <b>strength</b> today?	1   2   3   4   5   6   7   8   9   10 Weak <span style="float: right;">Strong</span>
4. How would you describe your <b>energy</b> today?	1   2   3   4   5   6   7   8   9   10 Low energy <span style="float: right;">High energy</span>
5. How <b>emotionally</b> ready are you to go home today?	1   2   3   4   5   6   7   8   9   10 Not ready <span style="float: right;">Totally ready</span>
6. How would you describe your <b>physical ability</b> to care for yourself today (for example, hygiene, walking, toileting)?	1   2   3   4   5   6   7   8   9   10 Not able <span style="float: right;">Totally able</span>
7. How much do you <b>know about caring for yourself</b> after you go home?	1   2   3   4   5   6   7   8   9   10 Know nothing at all <span style="float: right;">Know all</span>
8. How much do you <b>know about</b> taking care of your <b>personal needs</b> (for example, hygiene, bathing, toileting, eating) after you go home?	1   2   3   4   5   6   7   8   9   10 Know nothing at all <span style="float: right;">Know all</span>
9. How much do you <b>know about</b> taking care of your <b>medical needs</b> (treatments, medications) after you go home?	1   2   3   4   5   6   7   8   9   10 Know nothing at all <span style="float: right;">Know all</span>
10. How much do you <b>know about problems to watch for</b> after you go home?	1   2   3   4   5   6   7   8   9   10 Know nothing at all <span style="float: right;">Know all</span>

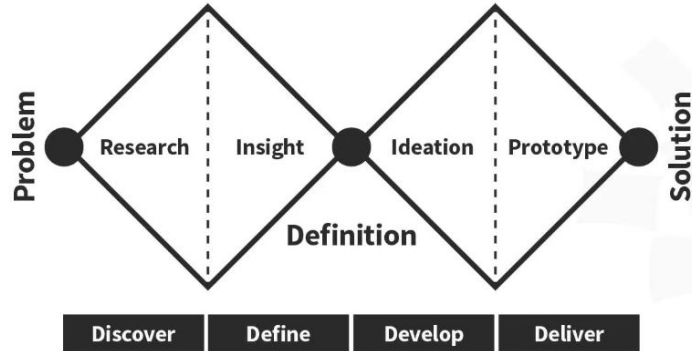
[RHDS Scales LINK](#)

# Our Process

In this project, we used interviews as not only a way to learn about our problem and users, but also as a way to test preliminary ideas in order to iterate and seek insights to better understand the problem scope. Thus, our ideation and prototyping phase was also a way to define and iterate on our insights and better define perspectives of key and representative users.



*Divergent and convergent thinking*  
IDEO



*Double Diamond Design methodology representation*

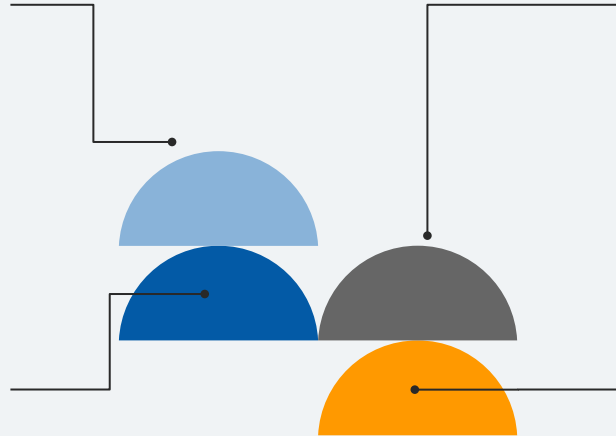
# Project Goals and Objectives

## Enhance Communication

Between patients and care team, preserving personal connections.

## Patient-Centered Discussions

Establish Rapid Rounds as a patient-centered discussion that maintains efficiency.



## Define & Integrate Patient Voices

Define common understanding of patient perspectives and integrate in Rapid Rounds.

## Increase Patient Engagement

Focus on creating solutions that are patient-friendly and empower active participation.

**END**