

1



**PATIENT IS REFERRED, EVALUATED
AND ADMITTED TO OUR HOSPITAL**

2

**PATIENT IS WELCOMED BY A DEDICATED AND COMPASSIONATE
TEAM THAT IS TRAINED TO COMMUNICATE ACCORDING TO
THE I.C.A.R.E. MODEL:**

- I**ntroduce self and role. . . connect with everyone
- C**ommunicate what you will be doing
- A**sk/Anticipate needs and concerns
- R**espond to requests
- E**xit courteously

3

CARE CONFERENCE

- » Shortly after arrival, our patients and their loved ones are invited to sit down with their care team to discuss the plan of care and expectations.
- » The conference's goal is to establish rapport, trust, and eliminate confusion and misunderstandings. We want everyone working together to get our patients better.

4

INTERDISCIPLINARY TEAM CONFERENCE

- » The medical team collaborates weekly to further develop each patient's treatment plan, focusing on clinical information and the patient's future beyond hospitalization.
- » Clinical barriers to discharge are identified and each department is challenged to collaborate on implementing solutions that support the patient's recovery goals.

5

DISCHARGE PLANNING CONFERENCE

- » At this stage, the team plans for a smooth discharge by resolving any remaining transitional issues.
- » During this conference the patient, family, and care-giving team often address any areas of apprehension or simply get questions answered about the next treatment environment. Our goal is to enhance the patient's stay with yet another positive patient experience.
- » Enhance the Patient Experience with a positive transition to the next treatment environment.

6



**PATIENT IS DISCHARGED ACCORDING
TO PHYSICIAN INSTRUCTION AND/OR
PLAN OF CARE**