

SPOTLIGHT SERIES PRESENTS:
**Policy Guidance for Reintegrating
Essential Care Partners
During COVID-19 and Beyond**

November 10, 2020 | 12:00PM (ET)

Canadian Foundation for **Healthcare Improvement**

Fondation canadienne pour **l'amélioration des services de santé**



Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients

About the Policy Lab

Representatives from 3 main groups:

1. **Patients and caregivers**
2. **Policy implementers** (hospital executives, directors and managers)
3. **Policy makers** (provincial/territorial decision-makers)

Virtual Policy Lab Process

1. **Empathy*** - Understanding the experiences of three different groups of stakeholders during COVID-19 and the systems around them
2. **Decide*** - Having explored the landscape, deciding and defining a problem worth solving
3. **Ideate*** - Generate policy options or guidelines that are feasible, tackle the defined problem and meet organizational/strategic goals
4. **Prototype*** - Create a way for your users to react to the policy ideas
5. **Test and iterate** - Put policy into action, whether real or simulated, to hone options

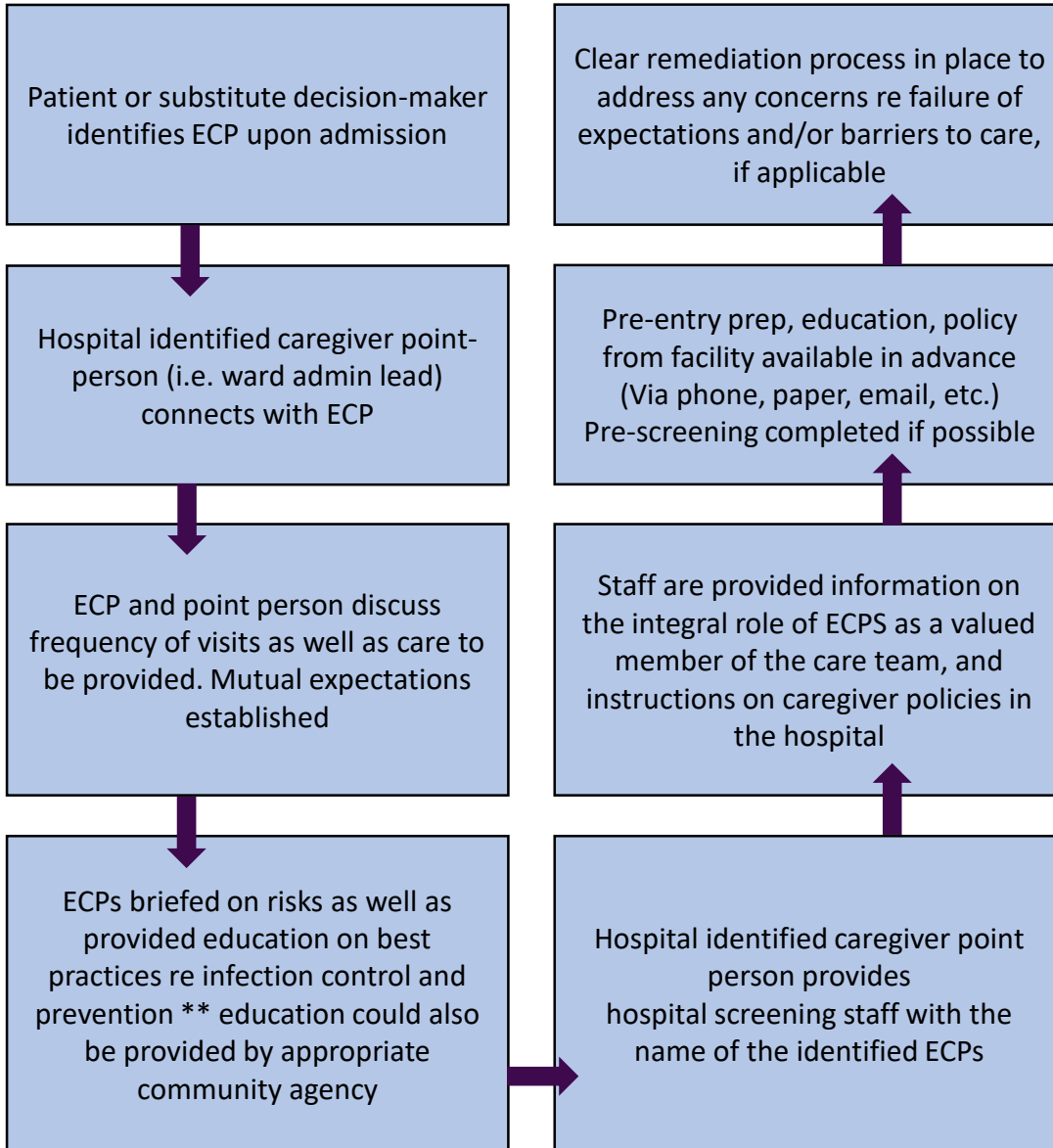
* Covered in the virtual policy lab

Guiding Principles

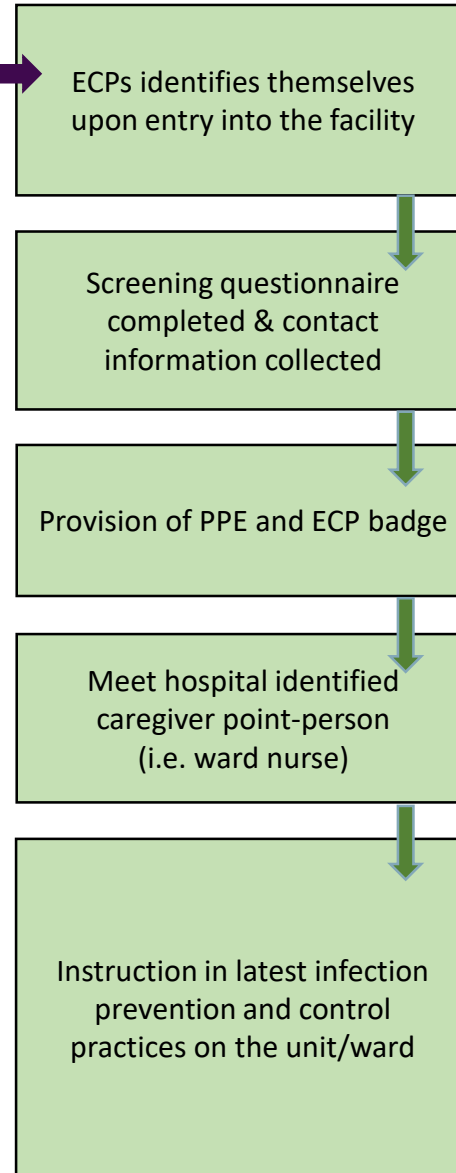
- **Differentiate** between visitors and family caregivers as essential care partners
- **Recognize** the value of caregivers as essential care partners
- Ensure that patients, families, caregivers are **part of the development of policies** related to visitors and essential care partners

Map for the Reintegration of Essential Care Partners

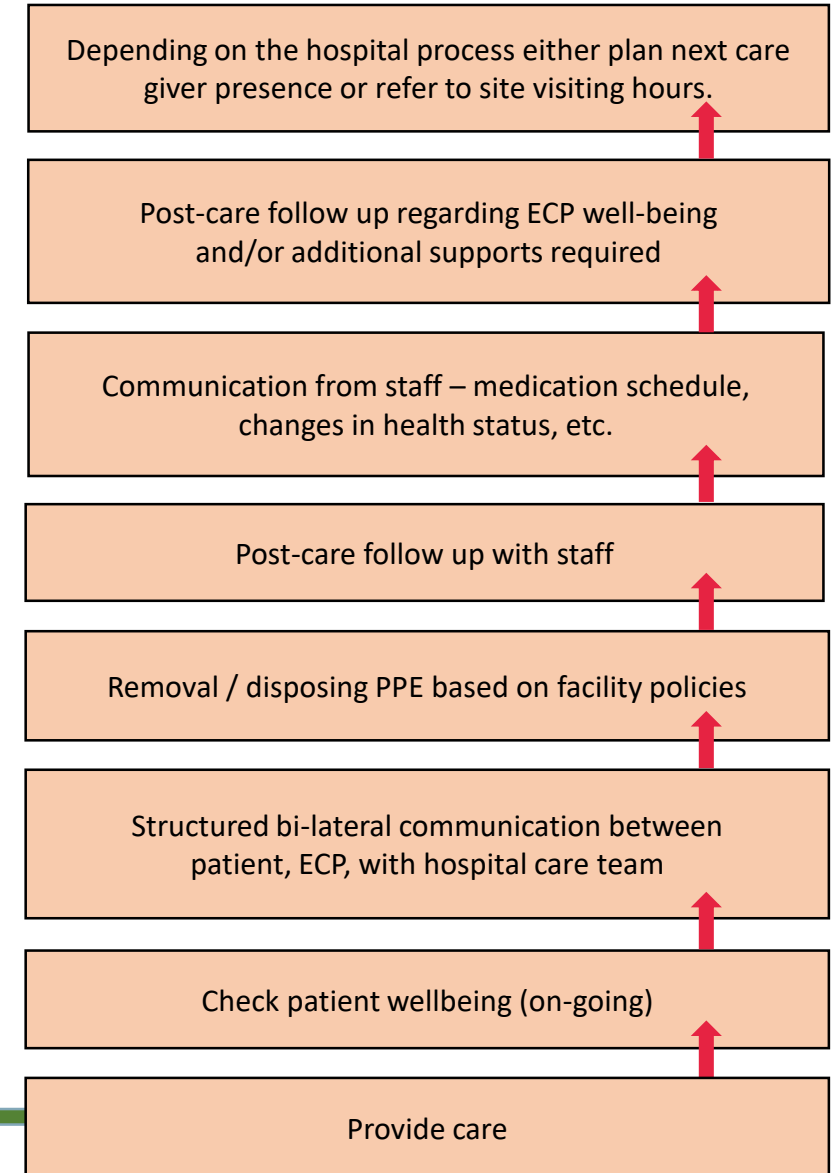
Identification of Essential Care Partner (ECP)



Entry Into the Facility



Caregiving



Policy Guidance

I. Identification and preparation of essential care partners (ECPs)	
Develop mutual expectations of responsibilities	<ul style="list-style-type: none"> • Ensure patients understand what an ECP is and are welcomed to identify their own ECPs • Establish process and roles to connect ECP with a staff point-person for consistent coordination
Establish pre-entry preparation for ECP	Ensure consistent and ongoing information and education for ECPs regarding safety protocols required for entry (including infection control and prevention practices, hand hygiene and personal protective equipment (PPE))
Establish staff education to understand roles and safety protocols for ECPs	Ensure there is education and clear communication for staff regarding the role and value of ECPs and their safe re-entry
Establish a rapid appeals process	Communicate a clear and transparent appeals process to patients and ECPs so concerns can be quickly raised and addressed.
II. Entry into facility	
Establish a clearly communicated screening process	<ul style="list-style-type: none"> • Implement a consistent screening process with relevant, evidence-informed screening protocols and questions • Ensure clear communication regarding what is expected at screening • Create an opportunity for different methods of pre-entry screening (e.g. online in advance) and provide information on expected safety protocols.
Establish caregiver IDs for ECPs	<ul style="list-style-type: none"> • Institute processes that clearly identifies ECPs • Connect these processes with supportive education for safety protocols and PPE processes
Ensure ECPs are informed about existing and updated infection prevention and control protocols	Provide an opportunity for ongoing updates to ensure ECPs are aware of recent safety protocols and processes.
III. Ensure that patients, families, caregivers have a voice in the development of policies related to visitors and essential care partners	

New Programming – Coming Soon!

- Program to support the healthcare facilities, long-term care and congregate care settings in implementing the policy guidance
- Call to Action:
 - As leaders, providers, and staff within healthcare facilities, long-term care and congregate care settings, we **value and support the role of essential care partners** within our organization.
 - We **support patients** to identify essential care partners.
 - We **welcome the entry of essential care partners** in our facility as part of our care teams.

Interested in learning more?

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