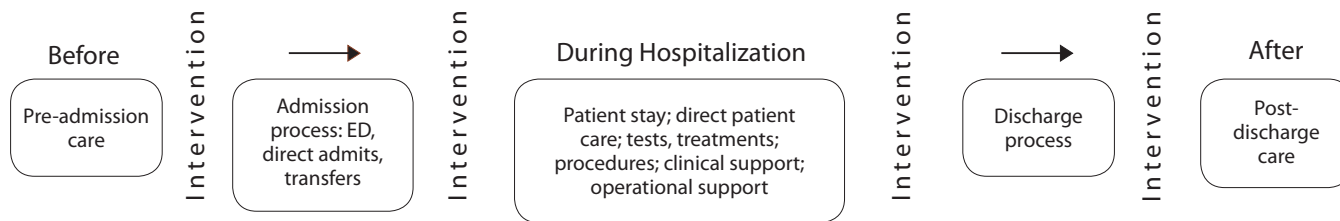


Patient Journey Framework



Goal: High-performing, inter-disciplinary teams that deliver safe, effective, timely, efficient, and equitable care that is patient- and family-centered

The Interventions

- Enhance clinical data-collection before admission
- Create Innovation Unit Welcome Packet
- Revise Domains of Practice
- Implement inter-disciplinary team rounds
- Install electronic whiteboards
- Utilize Voalté communication devices
- Utilize portable electronic hand-held devices
- Implement Discharge Planning Readiness Tool
- Implement Discharge Follow-Up Call Program

Throughout Hospitalization

Relationship-based care • Increased accountability through the attending nurse role • Utilization of the Hand-Over Rounding Tool