CodeH(elp): Patient and Family Experience with a Patient and Family Activated Response System

Context
• Code Help is a patient- and family-activated safety response system
• Implemented on 5 medical and 4 surgical units in an academic health centre in Vancouver, BC, Canada
• Provides patients and families with 24/7 access to a Clinical Resource Nurse (CRN) should they have concerns they feel they have been unable to address with their care team
• Implemented to provide an additional source of support and safety for patients and families

Questions
• What is the experience of patients and families who have access to or have utilized CodeH?
• What is the experience of staff who work where CodeH is available for patients and families?
• What are some of the reasons patients and families call CodeH?

Survey Findings
Survey results indicate that CodeH provides a valuable support to patients, families, and staff.

Staff Themes from Open Ended Survey Question
1) CodeH benefits everyone
   “Staff can find out more about what concerns patients have with care which can help us focus care a bit and it benefits patients because it gives them more control when they may feel like they have none.”
2) Concerns regarding the message of CodeH
   “seems like it’s checking on our work”
3) Concerns regarding misuse of CodeH

Patient & Family Themes from Open Ended Survey Questions
1) CodeH is an Excellent System
   “I think it is a positive step towards patient empowerment.”
   “It was good to see the notice in our room. It gives confidence that extra help is available.”
2) Concerns that calling could impact their current care
3) General comments about physical environment or food

Experience of Calling CodeH
• “I was grateful for the opportunity to reach out for help”
• “I was more clear what the plan was after calling CodeH, it was very helpful”
• “I felt heard, thank you”
• “They couldn’t help me with what I wanted either”

CodeH Call Themes – From CRN Tracking Tool
1. Miscommunication about the plan of care
2. Conflict with team members
3. Discharge complications
4. Pain management
5. Physical environment and miscellaneous

Lessons Learned
• CodeH is well received by patients, families and staff
• Support CodeH responders to know that they are not expected to fix problems, but to assist as possible and reasonable
• CodeH is an enhancement to the system, not an attempt to fix it, and communicating this to clinicians is vital
• We may not be able to satisfy patients or families all of the time; providing clarity of the plan may be all we can do

Evaluation
• Survey patients and families on units where CodeH is available
• Survey staff on units where CodeH is available
• Analyze call data collected by CRNs

Survey Data
- I Feel Safer with CodeHelp
- CodeHelp Benefits Staff as Well as Patients
- CodeH Data

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