

# 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



## 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 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"*



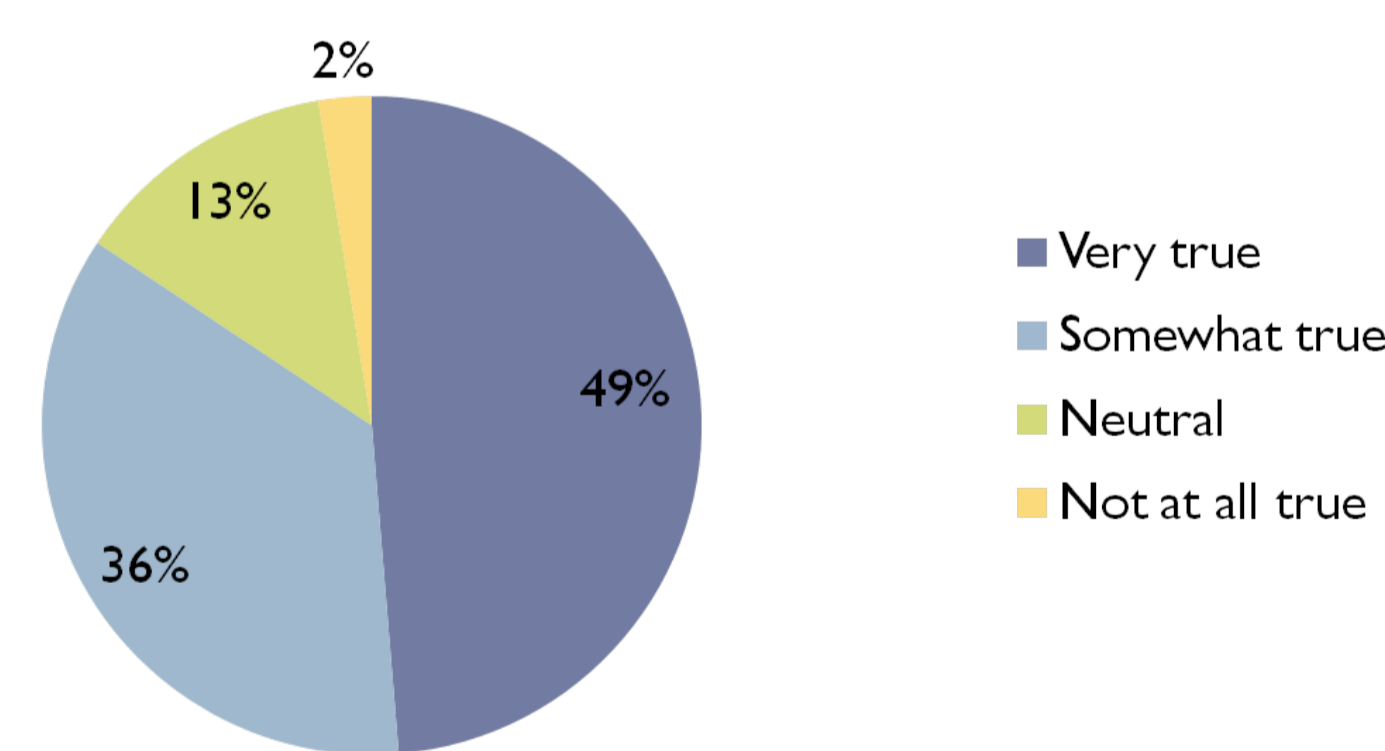
## CodeH Call Themes – From CRN Tracking Tool

1. Miscommunication about the plan of care
2. Conflict with team members
3. Discharge complications
4. Pain management
5. Physical environment and miscellaneous

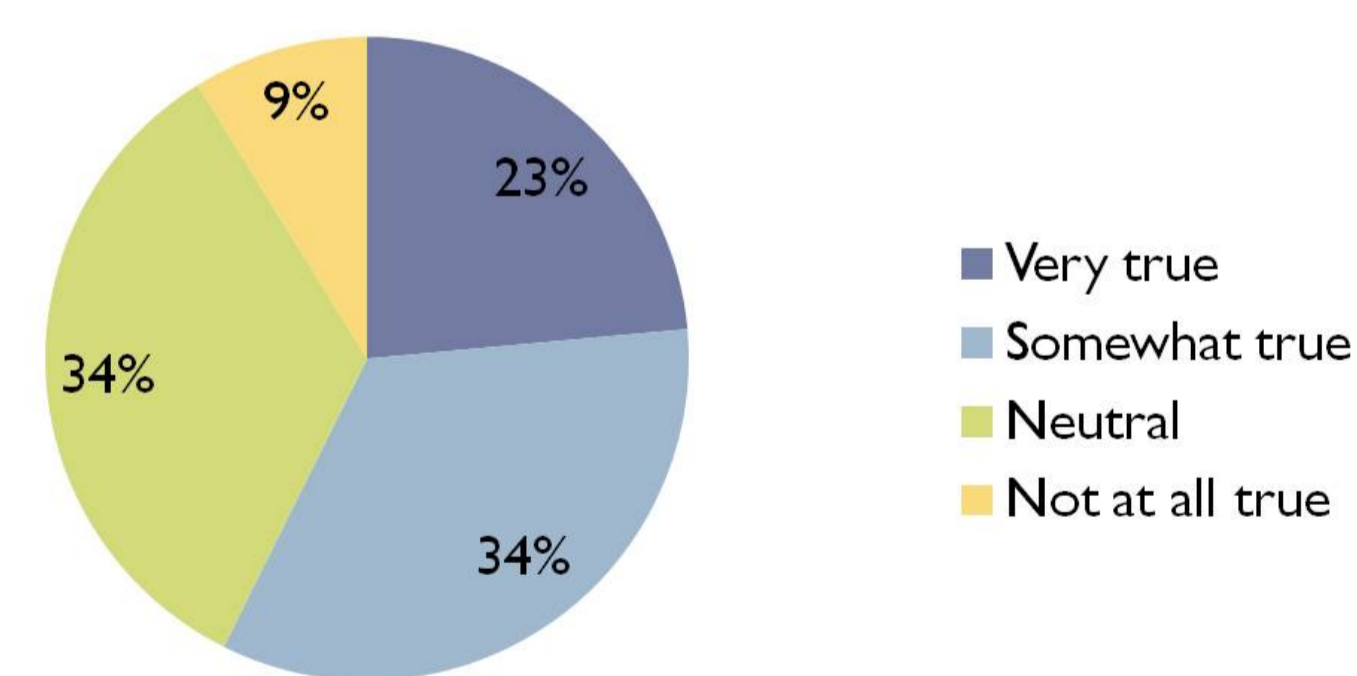
## Lessons Learned

- 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

I Feel Safer with CodeHelp



CodeHelp Benefits Staff as Well as Patients



Code H Data

