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| Subject: Patient / Family Conference | Effective Date:  Revised Date:  Revised Date:  Revised Date: |
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POLICY:

Patient/family conferences shall be offered as a service as appropriate to meet the patient’s, family, and/or staff needs.

These conferences shall facilitate an opportunity to discuss the patient’s goals and needs related to discharge planning and provide the team a chance to update their assessment/findings if the weekly meetings between Care Management and the patient/family are not sufficient to meet the needs.

PROCEDURE:

# Care Management will act as the liaison between the patient/family and the treatment team and will call/meet with the patient/family before each meeting to update their needs and after each team meeting to review the plan.

# Every patient and/or family will be given the opportunity to meet with the team as needed. These conferences can be requested by the patient, family, or staff members.

# Efforts will be made to accommodate the families’ schedule when a patient/family meeting is required.

# The key team members (most likely care management, nursing rep and therapist(s) and others as needed based on topics to be discussed) reviews the clinical care issues of each patient or family planning to attend the meeting and then the patient/family are invited in. Care Management then gives a synopsis to the patient/family. He/she will then provide an opportunity for the patient/family to discuss plan of care, recommended discharge plan and voice any issues or questions not previously addressed.

# Note: Issues not related to medical issues and/or discharge planning will be addressed separately with care management and director of nursing.

# Consistent care management and frequent communication with patient and family on an ongoing basis should prevent any surprises at the conference meeting.

# Care Management will be responsible to share the outcome of the conference meeting with the primary care physician if he/she did not attend.

# Documentation of the patient/family conference will be reflected in care management progress notes.