

Dimensions of Patient Centered Care	Wait List	On the unit for approximately 30 days	Discharged from the unit between 2-4 weeks
<p><b>There are certain things that are instrumental to patients'/family sense of healing, feeling cared for, having a positive experience and what matters most. These could include themes like:</b></p>	<p>Why has your family member been referred to a behavioural health bed at St. Joseph's?</p>	<p>Why was your family member referred to a behavioural health bed at St. Joseph's?</p>	<p>Why was your family member referred to a behavioural health bed at St. Joseph's?</p>
	<ul style="list-style-type: none"> <li>• What supports are currently in place to assist you and your family member while you wait?</li> </ul>	<p>How was the waiting and the admission experience for you/your family member?</p>	<p>How was the waiting and the admission experience for you/your family member?</p>
	<p>What has been your experience while waiting?</p>	<p>What has been your family member's and your experience thus far on the unit?</p>	<p>What has been your experience in the discharge planning and the discharge process?</p>
<ul style="list-style-type: none"> <li>• Respect for patients' values, preferences and expressed needs</li> <li>• Coordination and integration of care</li> <li>• Information and education shared related to status, progress, prognosis, processes, resources and plans</li> <li>• Emotional support and alleviation of fear and anxiety</li> <li>• Involvement and support of family and friends</li> <li>• Continuity and transition</li> </ul>	<ul style="list-style-type: none"> <li>• General or overall impression?</li> <li>• Your experience communicating with people?</li> <li>• Have your information needs been met?</li> <li>• Have you received the emotional support you need?</li> <li>• Perception of length of time to access a bed?</li> <li>• Involvement in decision making – what and your satisfaction?</li> <li>• Any comments about the attitudes of people you have interacted with?</li> <li>• Any concerns or feelings (e.g. afraid of anything? Anxious about? ) as you wait for a bed?</li> <li>• Perception of safety for your family member and/or you?</li> <li>• Any indication what your family member's experience is from what they say? Do? – how are they feeling?</li> </ul>	<ul style="list-style-type: none"> <li>• General or overall impression?</li> <li>• Knowledgeable staff and confident in ability to care and manage?</li> <li>• Have your information needs been met?</li> <li>• Have you received the emotional support you need?</li> <li>• Involvement in decision making – what and your satisfaction thus far?</li> <li>• Any comments about the attitudes of people you have interacted with?</li> <li>• Perception of safety for your family member?</li> <li>• Individual family member's wishes/preferences are taken into consideration?</li> <li>• Any indication what your family member's experience is from what they say? Do? – how are they feeling?</li> </ul>	<ul style="list-style-type: none"> <li>• General or overall impression?</li> <li>• Your experience communicating with people?</li> <li>• Were /have your information needs been met?</li> <li>• Involvement in decision making – what and your satisfaction thus far?</li> <li>• Individual family member's wishes/preferences are taken into consideration?</li> <li>• Did you/have you received the emotional support you need?</li> <li>• Any comments about the attitudes of people you have interacted with?</li> <li>• Perception of safety for your family member?</li> <li>• Any comments or concerns related to the actual transfer or discharge process?</li> <li>• Any indication what your family member's experience is from what they say? Do? – how are they feeling?</li> </ul>
	<p>What are your expectations of the unit?</p>	<p>What are your expectations of the unit?</p>	<p>Comments about your comfort/confidence of current support and plan in place to provide quality and knowledgeable care and management for your family member?</p>
	<ul style="list-style-type: none"> <li>• What do you hope will happen?</li> <li>• Any concerns related to the admission day/process and/or having your family member on the behavioural health unit?</li> </ul>	<ul style="list-style-type: none"> <li>• What do you hope will happen?</li> <li>• Any concerns related to having your family member on the unit? Thinking about discharge?</li> </ul>	
<ul style="list-style-type: none"> <li>• Addressing information needs – delivery, timing, content, quantity, clarity, written down</li> <li>• Effective disease management – knowledgeable providers, proactive</li> <li>• Communication and attitudes – valuing the perspective of patient/family, open, caring, without stigma</li> </ul>		<p>Overall experience on the unit to-date?</p>	<p>Overall experience of the discharge planning and relocation from the unit to the current residence?</p>

