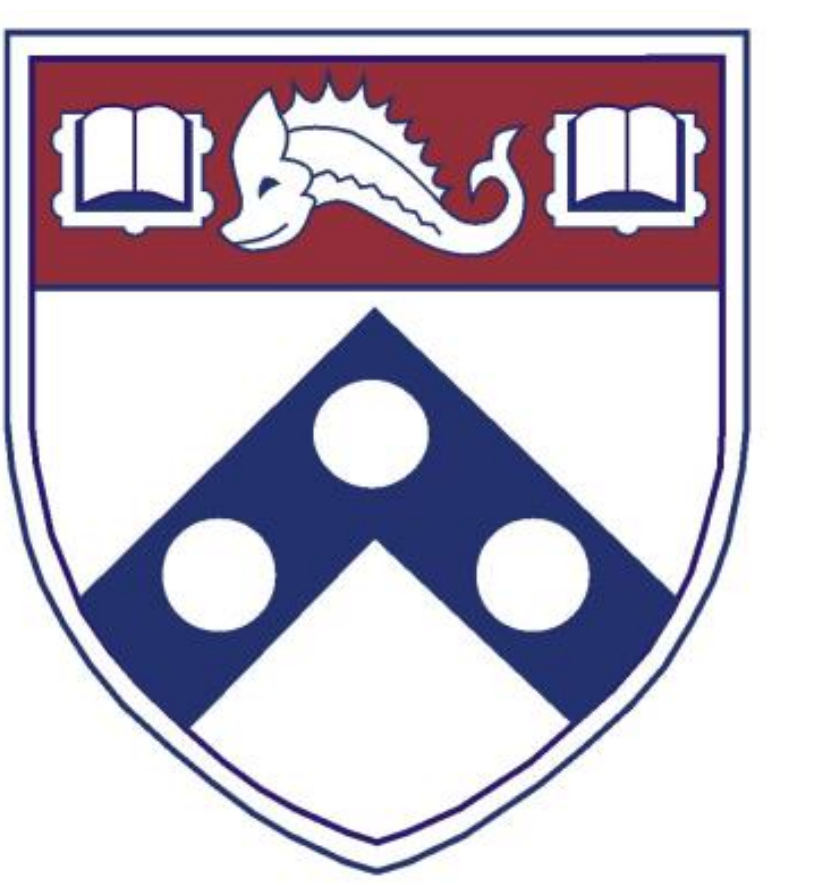




Are We There Yet? Examining Families' Experience with Loved Ones Transferred in for Trauma and Acute Rescue.



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BACKGROUND

Family members are often overlooked when measuring hospital performance or their satisfaction with available resources. Perceptions of the families' experience during the transfer process was unknown.

AIM

The Trauma and Rescue services at an urban academic level one trauma center set forth to examine the experience of families whose relative was emergently transferred in for rescue or injury care.

STUDY DESIGN

- An IRB was obtained for this retrospective study.
- Transfer Center Reports were used to identify those patients who were classified as Emergent/Level 0 priority and transferred in to a rescue service (trauma, heart, lung or neuro) during the study period.
- A REDCap survey was administered (Sept – Nov 2017) to available family members in this cohort.
- Both quantitative and qualitative data were analyzed.
- A Brochure developed and provided to families.

METHODS

Data variables for analysis included; referring facility, receiving facility, receipt of brochure, ability to navigate to receiving facility, dining/parking options and ability to locate patient room.

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RESULTS

Pre-Implementation Metrics

- 32 individual family members met inclusion criteria within the enrollment period (September- November 2017).
- None of families had received a brochure with receiving hospital information prior to arrival.
- Difficulties with way-finding included inability to locate; correct hospital (14%), parking garage (25%), patient room (11.1%), lodging (9.7%), and cafeteria (16.7%), (Figure 3).
- Families also requested information to access discounts, improved signage and information on local dining.

Post-Implementation Metrics

- Mobile website developed and brochures deployed to top 20 referring facilities (Figure 1).
- Functions included: getting here, parking, indoor walking directions, food, accommodations, your care team and discounts (Figure 1).
- Post-implementation (May thru Jan 2019), 886 actions were measured within the mobile URL (Figure 2).
- Hospital upgrades included new internal signage throughout the facility.

FIGURE 1: Brochure & Functions within the Mobile Guide: PennMedicine.org/Transfer

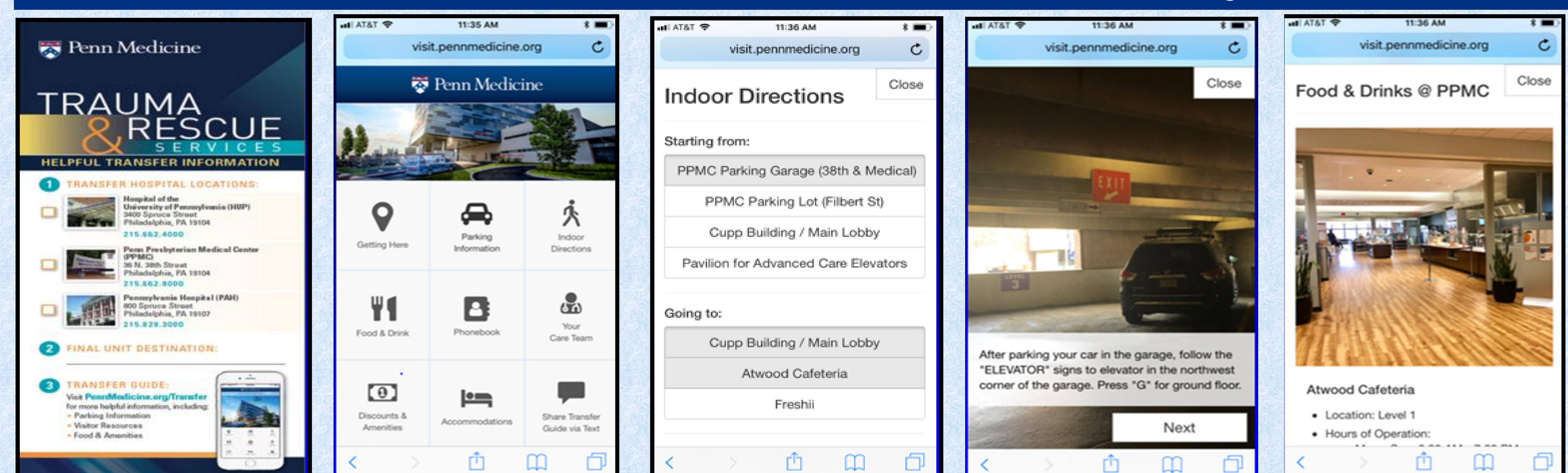


FIGURE 2: Mobile URL Mixpanel stats May – Jan 2019

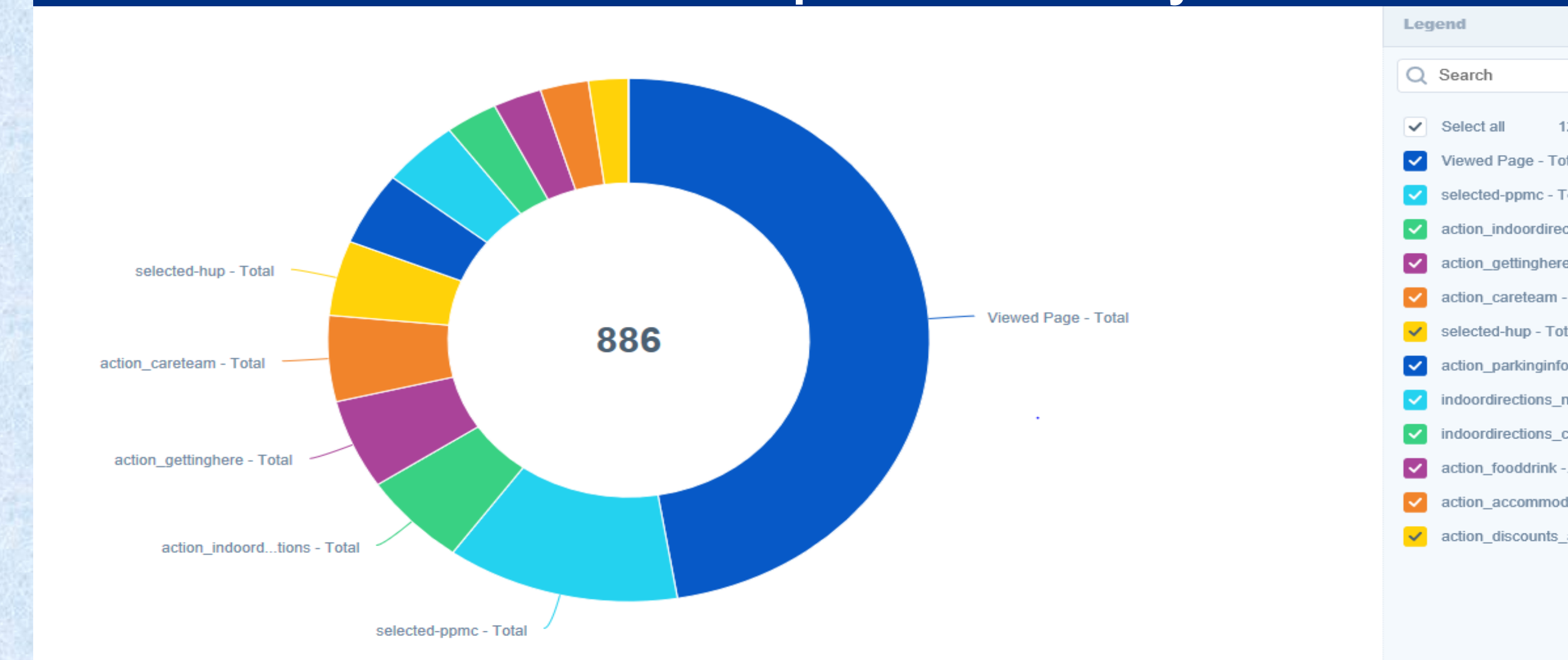
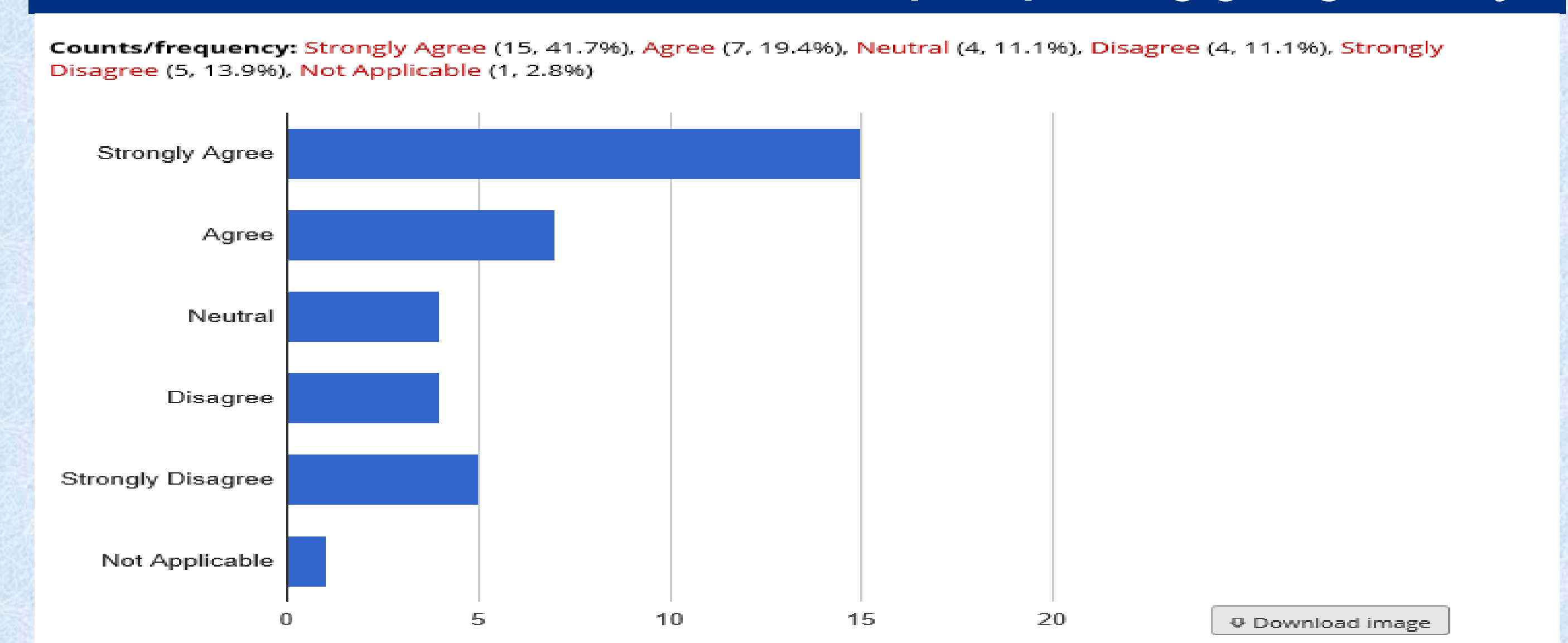


FIGURE 3: I was able to find the hospital parking garage easily



CONCLUSION

- Families traveling to an urban academic level one trauma center struggled with navigating to the correct hospital as well as to certain key areas within the facility.
- Improving communication to families prior to arrival may improve their overall experience and reduce anxiety surrounding navigation in an urban environment.
- Re-titling the brochure could improve messaging of the mobile guide to the target audience.
- Redistributing the REDCap survey post-implementation would validate effectiveness of the mobile guide.
- Expansion of the Brochure / Mobile app to the Trauma Center's hospital waiting rooms to assist all families and visitors should be considered.