

# Care Partner Program



At Dr. Soliman Fakeeh Hospital, we value the importance of family and friends in the overall healing of the patient, that is why we encourage family members to partner with us in enhancing the hospital experience of your loved ones by giving you the opportunity to care for them.



## What is a Care Partner?

Managing your health can be overwhelming and people need extra support from time to time. Care Partners provide that extra support and are by your side as you travel the road to optimal well-being.

Working together, Care Partners are an important part of the healthcare support team and play a vital role in helping manage health problems and concerns.



## Who is a Care Partner?

A family member or friend appointed by the patient who is included as a member of the care team and accepts mutually agreed upon patient care responsibilities during and between specific episodes of care.

# WHY a Care Partner?



Many of us want and need help from others when we are in a hospital, moving from one health setting to another, and often when we are trying to manage a health problem. Persons who help us are called CARE PARTNERS. Our Care Partners are often our friends or family members. Sometimes Care Partners can be volunteers who agree to help us.

## WHAT DOES a Care Partner need to do?

Care Partners have to do three things,



They need to be available in person or by telephone when we need the help.



They have to be confident and help the patient be more confident that they can manage and control their health problems and concerns.



They have to help the patient take charge be in control as times and conditions change.

# DO Care Partners actually need to give care?

In some cases, yes. Care Partners may be the person providing direct care, such as helping with medications, meals, bathing, and other care activities. But mostly, a Care Partner is an extra set of eyes and ears for the patient and the care team - as examples, they ask questions or help with schedules and transportation



# HOW DOES the Care Partner program work?



The person who has health problems or concerns selects and invites a person to be a Care Partner



The Care Partner receives information and education on his/her role. Care Partners learn how to help others become more confident that they can manage and control their health problems and concerns



Care Partners receive a badge that allows the healthcare team to easily identify them

## Is there a best time to select a Care Partner?

Persons with health problems or concerns don't have to wait until they are really sick or in the hospital to ask someone to be a Care Partner. It is best to select a Care Partner before problems get out of control.





## WHAT ARE the benefits of a Care Partner program?



Staff

It enhances communication with the family spokesperson and increases satisfaction as well as decreases the use of call lights and phone calls. In addition to lightening the load and saves time, with a sense of participation and involvement

Patients



It decreases feelings of isolation, creates a family environment, decreases fear and anxiety increases pain management enhances sleep, familiarity and ease of movement and decreases re-admits for failure at home

Care Partners



It increase involvement & satisfaction, increases knowledge, decreases anxiety and sense of contributing.



## Thank you for participating in our Care Partner program!

Below is a list of areas in which patients often need support from their Care Partner, please check any that apply to you.



### LEVEL I: **ADVOCACY NEEDS**

- ☐ Be an extra set of eyes and ears, be a spokesperson for patient .
- ☐ Help communicate with healthcare team (ask questions, etc.) .
- ☐ Help coordinate rests, quiet time, and visitors .
- ☐ Update friends and family about patient's progress.
- ☐ Decision making.







### LEVEL II: **EDUCATIONAL NEEDS**

- ☐ Provide patient with materials to help understand his or her illness, explain those to him/her and assist in overcoming barriers to learning.
- ☐ Help patient understand “My Medication List”, test studies and or results as explained to us.
- ☐ Discuss the patient's needs and preferences after he or she leaves the hospital and establish agreed upon plan.















### LEVEL III: EMOTIONAL SUPPORT NEEDS

-  Offer support and encouragement so as to ensure timely return of functional ability to the level at which the patient is accustomed to
-  Connect patient with spiritual support staff in hospital, outside and connect patient with any other support group or advisor requested by the patient
-  Listen and allow patient to talk about what he or she is feeling
-  Assist with entertainment including playing games, story reading, and mind activation games



### LEVEL IV: HEALTHCARE NEEDS

-  Help with personal care (grooming, etc.) and activities of daily living
-  Help with meal selections and in line with the care plan
-  Assistance with meals and feeding
-  Assist with changing bedding, turning and positioning of patient
-  Assist with skin care, including grooming
-  Assist with catheter or tube care once assessed as competent
-  Assist with tube feedings once assessed as competent
-  Assist with treatments or dressing changes once assessed as competent
-  Assist with walking, getting up and down once assessed as competent
-  Assist in supporting exercise, mobilization, therapy and managing pain through non-interventional methods





Below is a list of specific areas in which patients may need healthcare assistance.

Care Partners assisting with these activities will be trained by a nurse to make sure they are comfortable with the activity.

If needed, has training been completed? ☐ Yes ☐ No, it will take place on \_\_\_\_\_ at \_\_\_\_\_

Care Partner agreement has been reviewed, explained and signed ☐ Yes ☐ No

Care Partner tour of the unit including exits and resource person given ☐ Yes ☐ No

Questions for my ☐ Doctor ☐ Nurse ☐ other health care workers

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