

Appendix 5 (as supplied by the authors): Slides for facilitated group sessions

Transitions from Hospital to Home: Brainstorming

**Health Quality
Ontario**

Let's make our health system healthier

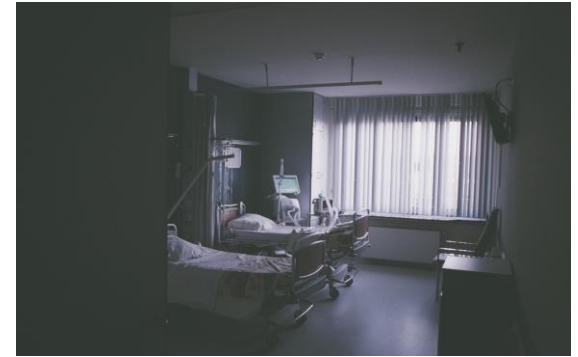


Transitions in Care: From Hospital to Home

Development of provincial standards for quality care

The screenshot shows a web browser displaying the Health Quality Ontario website. The URL is www.hqontario.ca/Evidence-to-Improve-Care/Quality-Standards. The page features a teal header with the logo and navigation links. Below the header is a teal navigation bar with categories: What is Health Quality, System Performance, Evidence to Improve Care, Quality Improvement, Engaging Patients, and About Us. The main content area is titled 'EVIDENCE TO IMPROVE CARE' and includes a breadcrumb trail: Home > Evidence to Improve Care > Quality Standards. A sidebar on the left lists 'EVIDENCE AND HEALTH QUALITY ONTARIO', 'HEALTH TECHNOLOGY ASSESSMENT', and 'QUALITY STANDARDS' with sub-links: 'View all Quality Standards', 'Frequently Asked Questions', and 'Ontario Quality Standards Committee'. The main content area features a large image of two healthcare professionals, a woman in blue scrubs and glasses, and another woman, looking at a tablet. The text below the image reads: 'Quality standards outline for clinicians and patients what quality care looks like. They focus on conditions where there are large variations in how care is delivered, or where there are gaps between'.

Why is this important?



We know transitions are hard on patients and their loved ones, and poor transitions can lead to complications. This creates safety risks for patients and can put an added strain on our health system.

- The information collected will help to:
 - Create a provincial standard of care and approach to discharging patients, transferring information and following up with support.
 - Develop ways to measure the success and effectiveness of a patient's transition from hospital to home.
 - Share knowledge and data about what patients and caregivers value most at this point in their journey, and if different groups of patients have different needs or preferences during transitions.

Who we'd like to hear from

- Patients or caregivers of patients who have experienced a transition from hospital to:
 - home
 - rehab
 - long term care

.....in the last 3 years.



Concept Mapping

We are using a methodology called Concept Mapping

- A structured methodology that can be used to brainstorm, organize, and prioritize ideas and concepts.
- It can also allow us to see how specific demographic groups prioritize different issues and ideas.



Demographics Questionnaire

- We do ask for participants to complete a brief demographic questionnaire:
 - Age, first 3 digits of postal code, Gender
 - a checklist to help us identify what patient populations we are hearing from
- No other identifying information will be tracked (ie: we do not need names or addresses), nor are specific answers associated with specific individuals
- Demographic information used to help us identify areas or the province or populations that we may not be hearing from

Brainstorming: What it is

- Brainstorming: the goal is to generate as many distinct and complete ideas as possible to one question.



Focal Question

What are we asking?

When leaving the hospital for home, some things that affected the experience were _____

We are looking to collect specific and detailed ideas about this experience



What's next?

- After brainstorming we will analyze and report back on what we heard from across the province
- We may be in touch for more help in the second stage of our project.
- Second stage involves working with a smaller group of participants with similar demographic identities to prioritize the ideas collected during brainstorming

Reporting back

- These brainstorming activities will inform multiple products created at Health Quality Ontario:
 - Quality Standards
 - Health System Performance Measures and Reports
- As well, we will report back to organizations and participants about what we found.
- Working with an embedded researcher Dr. Tara Kiran, we will also publish academic articles about this project.

Thank you!!

- This work is part of a province-wide initiative to develop standards of care around the province and measure quality of care.
- We wouldn't be able to undertake such a huge project without the efforts of you, your organization and your clients and patients.



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THE CONVERSATION:



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