Meet My Loved One: PCCU Team-based Implementation Protocol

- SW/Counseling staff will team up to
  - Fill out the MMLO form (make a copy and save in top drawer of IDT office to track # completed before 4/9)
  - Document in EMR: Ad Hoc -> Assessment -> Meet My Loved One Form (available 4/9)
  - Give the original form to PCCU Nursing team to post at bedside (next to white board)

- Schedule (staff-in-charge)

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- Approaches
  - Goal is for all patients to have MMLO at bedside if feasible
  - If Compassion Care Visitors (CCVs) are present in room, coordinate with nurse to give CCV the form to fill out
  - If families not present at bedside, call Health Care Proxy listed on Advance Care Planning tab to complete form
  - Staff-in-charge on assigned days will complete hands-off and notify the team regarding needs for MMLO follow-ups

- Can other team members fill out MMLO too?
  - All care team members (doctors, nurses, PA, NP, care coordinators, IDT staff) having contacts with HOA can fill out MMLO and help team get to know the patient as a person and meet their unique care needs
  - To ensure no patients/families fall through cracks, SW and Counseling staff will assume the primary responsibility of filling out this form or coordinating with team to fill it out
  - We are piloting this in PCCU so please be patient with the process—we will revise the protocol to make it easiest for the team and for patients and their loved ones

THANK YOU for TEAMING UP to offer person-centered care during COVID-19 as we always do!