

# 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)

M	T	W	TR	F

## ▶ 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!**