



Planetree Family Engagement Strategies Organizational Gap Analysis Tool

Encouraging and supporting healing partnerships with patients and their informal caregivers (for instance, family members and friends) is a fundamental component of person-centered care known to [improve health outcomes](#). Implementing a structured approach for inviting informal caregivers to participate in care activities for their loved one builds confidence and competence in managing the patient’s care outside of the healthcare encounter. Involving informal caregivers is not a one-step process. Rather, it is an overall commitment to partnering with patients and families that entails: 1.) encouraging family’s presence; 2.) setting expectations for their involvement; 3.) keeping them informed and 4.) ensuring opportunities to participate in care activities. This Family Engagement Strategies Gap Analysis Tool is designed to prompt teams to:

1. **Assess** the current state of your family engagement strategies
2. **Compare** the current state to a desired state of patient and family engagement
3. **Identify** what it will take to move from the current state to the desired state

	Desired State	Current State Assessment	Necessary Steps to Close Gap (if gap exists; check all that apply)	Actions to be Taken (fill in)
VISITATION	Flexible, 24-hour family and friend presence (visitation) is supported by policy and in practice. Limits to their presence are mutually developed between the patient, their support network and the care team. Limits are based on patient preferences, the treatment plan, agreements with roommates and safety considerations.	<p>Have you adopted a 24/7 patient-directed approach to visitation?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the “why”</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	
ENVIRONMENT	The built environment incorporates elements that comfortably accommodate the presence of family and friends.	<p>Have you made modifications to the physical environment to accommodate the needs and comfort of family?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the “why”</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	



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IDENTIFICATION	For every patient, an informal caregiver's name and contact information is recorded in the health record (with the patient's permission).	<p>Is there a field in the health record to identify an informal caregiver?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the "why"</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	
NOTIFICATION	Informal caregivers are provided as much notice as possible about discharge timing in order to enable them to make necessary arrangements and preparations.	<p>Is there a process in place to notify informal caregivers when the patient will be discharged?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the "why"</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	
CONTACT INFORMATION	Informal caregivers know who to contact and how to reach them if concerns arise about the well-being of their loved one.	<p>Are informal caregivers routinely provided with information about who to contact with concerns - during the care episode and after?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the "why"</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	



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CAREGIVER TOOLS	Informal caregivers are provided with tools to support them in their role, including tools for tracking changes in their loved one's health status.	<p>Do you currently distribute any tools to patients and their informal caregivers to help them track changes in their health status after discharge?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the "why"</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	
COMMUNICATION	Patients and their informal caregivers are actively involved as members of the care team. They are routinely included in care team communication exchanges (such as bedside shift report, multi-disciplinary rounds, care conferences, etc.) not merely as spectators, but as active contributors.	<p>Do informal caregivers routinely participate in care conferences?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the "why"</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	
INVOLVEMENT	Family caregivers are integrated into the discharge planning process for their loved one. This includes discussions of the role they will play in carrying out the discharge plan and their readiness to do so.	<p>Are family caregivers routinely involved in discharge planning?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the "why"</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	



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SCREENING	Healthcare staff, the informal caregiver and patient collaboratively assess the caregiver’s capacity to provide support to their loved one after discharge. This assessment includes their capacity, preparedness, willingness and identifies knowledge gaps to be addressed. This assessment occurs at a time during the hospitalization that allows for any knowledge gaps to be addressed prior to discharge.	<p>Is there a process for assessing an informal caregiver’s capacity to take on the mutually agreed upon role in supporting their loved one’s healthcare needs?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the “why”</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	
PREPARATION	Informal caregivers have repeated opportunities throughout the duration of the care episode for education, demonstration and hands-on experience to build their confidence and competence to complete care tasks they will handle outside of the healthcare setting.	<p>Is there a process in place for engaging informal caregivers during a care episode to participate in care activities they will need to perform outside of the healthcare setting?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the “why”</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	
SUPPORT	Supports are available to informal caregivers to meet a range of their needs.	<p>Are there supports available to informal caregivers struggling with the toll of caregiving?</p> <p><input type="checkbox"/> Yes, to good effect (no gap)</p> <p><input type="checkbox"/> Yes, but did not drive the desired change</p> <p><input type="checkbox"/> Partially (or in progress)</p> <p><input type="checkbox"/> No</p>	<p><input type="checkbox"/> Build understanding among staff of the “why”</p> <p><input type="checkbox"/> Awareness-building/ education for patients and families</p> <p><input type="checkbox"/> Skill building for staff</p> <p><input type="checkbox"/> Change in policy</p> <p><input type="checkbox"/> Process improvement</p> <p><input type="checkbox"/> Other</p>	