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Development of SHARE: Supportive Holistic Anxiety Reducing Experience in Critical Care

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Introduction
Hospitalization can be a stressful time for the patient and their family. Hearing the phrase critical care often leads to immediate disheartening emotion. Questions arise about morality and mortality of treatments and prognostication after receiving communication. Emotion. Questions arise about if the patient/family can increase anxiety and lead to dissatisfaction.

Purpose
The purpose of this project is to develop, implement and evaluate the SHARE Program in the Surgical/Neuro Intensive Care Unit (SICU/NCCU). The program seeks to provide support for family members and patients during their stay in the SICU/NCCU.

PICO
Population: Patients/families in Surgical/Neuro Intensive Care
Intervention: Best practices for communicating and supporting patients/family members
Comparison: Current practice
Outcomes: Effect on patient/family and healthcare team communication
Effect on patient/family anxiety and stress

Proposed Evidence-Based Change
The implementation of an Evidence-Based Interdisciplinary Family-Centered Communication and Support Program in the Surgical/Neuro Intensive Care Unit. The SHARE program consists of the following components/phases: Admission, Ongoing, and Discharge.

Admission
- Provide emotional support
- Facilitate viewing of SICU/NCCU intro video
- Review SICU/NCCU FAQ sheet
- Complete Family Communication Plan; identifying patient surrogate decision maker
- Confirm patient/family questions answered

Ongoing
- Provide emotional support
- Update team members on patient whiteboard at shift change
- Encourage family to join interdisciplinary rounds
- Synthesize care plan and share with surrogate decision-maker and family by phone
- Confirm patient/family questions answered

Discharge
- Provide emotional support
- When patient transfer imminent, notify surrogate decision-maker of new location
- Prior to discharge confirm patient/family questions answered

Proposed Resources
A QR Code will be placed by the whiteboard in each patient room. This QR code will be used to access the SICU/NCCU standardized Linktree and other resources. Linktree is a tool that shares multiple links in one central location. Examples of resources can be viewed by scanning the QR code with your phone camera.

References