

Patient **care**central™ Before&Afters

Showcasing the work of our talented creative team

Mercy San Juan
Medical Center
Cardiac Telemetry

Mercy San Juan Medical Center
CHW

Welcome to the Cardiac Telemetry Unit

Date: _____ Patient's Name: _____ Call Me: _____

S M T W TH F S Room: **8401** Telephone: **904-8401**

Nurse: _____ Phone: _____ 10 Desired Pain Level Next Pain Medication Time

Nursing Assistant: _____ Phone: _____

Respiratory Therapist: _____ Phone: _____

MD Notes For You: _____

When can I go home? **Plan of Care:** _____ **What's Important to me:** _____

Based on your current condition, you are likely to go home in...
 More than 3 Days
 2-3 Days
 Within 24 Hours
 Today!

Ask your provider or nurse about the day and time you will be ready to go home.

Manager: **537-5486**

Family or Friend contact: _____

7 8 9 10 11 12 1 2 3 4 5 6

Can professional design influence a patient's perception of the care they will receive?

In this *Before&After* our Creative Services team was asked to:

- Give the care team more room to write.
- Make the board easier to fill out.
- Make it easier for the patient to read/understand.
- Update the colors to make them warm and friendly.
- Change the design to reflect the quality of care that patients receive at Mercy San Juan Medical Center.

Look through the eyes of the patient—did we succeed?

Welcome to the Cardiac Telemetry Unit

Today is: Sun Mon Tue Wed Thu Fri Sat

(916) 864-8401 Room # _____

Your Care Team

Nurse: _____ Nursing Assistant: _____ Respiratory Therapist: _____

My Plan of Care I like to be called: _____

Treatments/Goals or Plans: _____

Going Home: Based on your current condition you are likely to go home in...
 More than 3 Days
 2-3 Days
 Within 24 Hours
 TODAY!

Ask your Doctor or Nurse about the day and time you will be ready to go home.

Reposition Fall Precautions

Please call... **DON'T FALL**

Are you in pain? How much? Let's work together to relieve your pain!

Next Pain Med. Time: AM PM

Pain Goal: _____

Manager: **537-5486**

7 8 9 10 11 12 1 2 3 4 5 6

Mercy San Juan Medical Center



Customer Care Manager:
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Crossgates River Oaks Hospital

(601) 824-8---

TODAY IS: Mon Tue Wed Thu Fri Sat Sun

ROOM TELEPHONE: (212) 896-2700 x 7580 **580**

Your Care Team

NURSE: _____ PHYSICIAN: _____

PHYSICIAN: _____

CHARGE NURSE: _____

SCHEDULED TESTS/PROCEDURES: _____

Are you in pain? How much? *Let's work together to relieve your pain!*

Our goal is to provide you 5-Star Medical Care! If at any point you cannot rate your stay at a 5, please notify charge nurse or nurse manager.

↑ Insert Here "A" 5 Stars

Our plan is to build a caring relationship that will enhance the healing experience.

THINGS YOU SHOULD KNOW ABOUT THE HEALING EXPERIENCE.

ACTIVITY LEVEL: _____

PEOPLE WHO ARE IMPORTANT TO ME: _____

QUESTIONS FOR MY NURSE OR PHYSICIAN: _____

Today's Goals: _____

VISION IMPAIRED HEARING IMPAIRED

SKIN PRECAUTIONS FALL PRECAUTIONS

Our mission is to provide excellent care with compassion and commitment.

Passavant AREA HOSPITAL

TODAY IS: Mon Tue Wed Thu Fri Sat Sun

ROOM TELEPHONE: (601) 824-820X **2XX**

Your Care Team

NURSE: _____ PHYSICIAN: _____

CARE ASSISTANT(S): _____

CHARGE NURSE: _____

NURSE MANAGER: _____

NURSE MANAGER IS: _____

My Plan of Care

Our plan is to build a caring relationship that will enhance the healing experience.

ACTIVITY LEVEL: _____

SCHEDULED TESTS/PROCEDURES: _____

TODAY'S GOALS: _____

VISION IMPAIRED HEARING IMPAIRED

SKIN PRECAUTIONS FALL PRECAUTIONS

Our goal is to provide you 5-Star medical care! If at any point you cannot rate your stay at a 5, please notify the charge nurse or nurse manager.

Please call... **DON'T FALL**

TODAY IS: Mon Tue Wed Thu Fri Sat Sun

Your Care Team

NURSE: _____ PHYSICIAN: _____

MENTAL HEALTH TECHNICIAN(S): _____

ADDITIONAL TEAM MEMBERS: _____

PATIENT REMINDERS: _____

Clean Hands SAVE LIVES Are Yours Clean?

Our goal is to provide you 5-Star medical care! If at any point you cannot rate your stay at a 5, please notify the charge nurse or nurse manager.

Welcome to **Senior Care** ROOM # **346**

My Plan of Care

Our plan is to build a caring relationship that will enhance the healing experience.

ACTIVITY LEVEL: _____

TODAY'S GOAL(S): _____

VISION IMPAIRED HEARING IMPAIRED

SKIN PRECAUTIONS FALL PRECAUTIONS

FALL SAFETY TIPS

- Get Up Slowly! Getting up quickly may drop your Blood Pressure which can leave you dizzy.
- Use Canes & Walkers whenever ordered.
- Wear Good Shoes Socks or slippers offer little support or traction.
- Wear Your Glasses & Hearing Aid if needed.
- Know ALL Your Medicines Including Over-The-Counter Medicines.
- Leave Night Light On

Please call... **DON'T FALL**



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Avista Adventist Hospital
Centura Health

Today's Date: Avista Adventist Hospital
Centura Health

Room#: 200 Telephone #: (303)661-4200

Nurse: Physician:

Assistant Nurse: Respiratory Therapist:

Information: Meals: Room Service 4557

Plan of Care?

Our Goal is to ALWAYS help control your pain! goal

0 1 2 3 4 5 6 7 8 9 10

If This Box is Checked, This Patient is a Limited English Proficiency Patient Who Speaks Only _____
Please print the name of the language _____

* Clean only with soap & water. (Do not use alcohol disinfectant. Do not use other cleaners or disinfectants.)

ROOM TELEPHONE #:

(303) 661-4107

YOUR ROOM #:

107

TODAY IS:

Mon Tue Wed Thu Fri Sat Sun

NURSE:



CAFETERIA:

Phone: x 31080
Hours: 7am to 6:45pm

NOTES/GOALS FOR TODAY:

ACTIVITY:

WEIGHT BEARING:

YES NO



PRECAUTIONS:

YES NO

PHYSICAL THERAPY:

GAITBELT AT ALL TIMES:

YES NO



Our Mission: We extend the healing ministry of Christ by caring for those who are ill and by nurturing the health of the people in our communities.

Avista
Adventist
Hospital
Centura Health.



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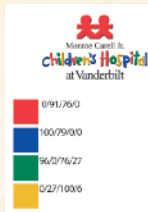
Monroe Carell Jr. Children's Hospital at Vanderbilt

Can a patient care board be fun and functional?

The Children's Hospital at Vanderbilt tasked our creative team to redesign their care boards to be functional—but still be fun, with a touch of whimsy. *Did we succeed?*

We designed one overall look and feel for Vanderbilt then applied it to five different units (with three different sizes) within the hospital.

We also designed a custom Whiteboard Organizer to mount next to each care board that holds disposable dry-erase wipes and markers.



The color palette we created to match Vanderbilt's corporate colors.




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Central Mississippi Medical Center

Central Mississippi Medical Center

TODAY IS: Mon Tue Wed Thu Fri Sat Sun

ROOM TELEPHONE: (601) 376-2201 ROOM # **2201**

My Plan of Care Our plan is to meet or exceed the expectations of our patients, employees, physicians, and the community at large.

ACTIVITY LEVEL:

TODAY'S GOAL(S):

VISION IMPAIRED HEARING IMPAIRED

Pain Intensity Rating Scale

Our goal at Central Mississippi Medical Center is to make sure your stay with us is comfortable and safe. You deserve to be treated with dignity and respect and are entitled to privacy. We should respond to your requests and questions in a timely manner. Please let a nurse, patient advocate or supervisor know if your needs are not being met.

TODAY IS: Mon Tue Wed Thu Fri Sat Sun

ROOM TELEPHONE: (601) 376-2201 ROOM # **2201**

My Plan of Care ACTIVITY LEVEL:

TODAY'S GOAL(S):

VISION IMPAIRED HEARING IMPAIRED

Pain Intensity Rating Scale

None Annoying Uncomfortable Dreadful Horrible Agonizing

0 No Pain 2 Mild 4 Moderate 6 Severe 8 Very Severe 10 Worst Possible

ROOM SERVICE: Phone: # 7777 Hours: 6am to 7pm

Our goal at Central Mississippi Medical Center is to make sure your stay with us is comfortable and safe. You deserve to be treated with dignity and respect and are entitled to privacy. We should respond to your requests and questions in a timely manner. Please let a nurse, patient advocate or supervisor know if your needs are not being met.

Central Mississippi Medical Center



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Don McCormick

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Hegg Memorial Health Center
Avera

I Like To Be Called: _____ phone# _____

Today is: (Hoyes)
Mon Tue Wed Thu Fri Sat Sun

Nurse: (Enfermera): _____
Nurse Assistant: (Ayudante de la Enfermera) _____

Diet: (Dieta) _____
Nutritional Supplements ordered: _____

Fall Precautions
 Skin Precautions

Ambulation: yes/no
Gait belt
Walker
Assist: _____
O² needs: _____

Transfer Devices
Mechanical Lift
Slider
Stand Assist
Partial wt. bearing
Non-weight bearing

Pain Management is OUR Goal! El Control Del Dolor Es Nuestra Meta!

No Pain 0 1 2 3 4 5 6 7 8 9 10 Definitely Hurts Wishing Agony to

Pain Goal: (Dolor Meta) _____
Last dose given: (Ultima Dosis) _____
Next dose: (Proxima Dosis) _____

Today's Treatments/Goals or Plans! _____

Patient/Family Concerns or Questions _____

Our goal here at HMHC is to make sure the care you receive is "Very Good". If you have any concerns, questions or comments, please contact the department manager at ext. 8056

I like to be called / Lamaeme: _____ **Today is / Hoyes:** Mon Tue Wed Thu Fri Sat Sun **Phone / Teléfono:** _____ **Room # / Tu Sala #:** _____

Nurse / Enfermera: _____ **Nurse Assistant / Ayudante de la Enfermera:** _____ **Diet / Dieta:** _____

Nutritional Supplements Ordered: _____

Please call... DON'T FALL

Precautions: Fall Skin
Ambulation: Yes No
 Walker Gaitbelt **Assist:** _____ **O² Needs:** _____

Transfer Devices: Mechanical Lift Slider
Stand Assist: Partial Weight Bearing Non-Weight Bearing

Pain Management is OUR Goal / El Control Del Dolor Es Nuestra Meta!

0 1 2 3 4 5 6 7 8 9 10
No Pain No Dolor Moderate Pain Dolor Moderado Severe Pain Dolor Severo

Pain Goal / Dolor Meta

Last Dose / Ultima Dosis: AM PM
Next Dose / Proxima Dosis: AM PM

Today's Treatments/Goals or Plans / El plano de hoyes: _____

Patient/Family Concerns or Questions / Preocupaciones/Preguntas de la familia: _____

Our goal here at HMHC is to make sure the care you receive is "Very Good". If you have any concerns, questions or comments, please contact the Department Manager at Ext. 8056.

Hegg Memorial Health Center Avera

Clean only with soap & water! Do not use other cleaners or disinfectants!



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Lancaster Regional Medical Center

Today's Day/Date: (Fecha): Room #: (# de Cuarto):	Telephone #: (# de Teléfono): Dietary Extension (Extensión de la cafetería) 7777
Nurse: (Enfermera):	Nursing Assistant: (Ayudante de la Enfermera):
Your Plan of Care: (Su Plan de Cuido)	
Please call for assistance before getting out of bed. We do not want you to fall! Por favor llame por ayuda antes de levantarse de la cama, no queremos que usted sufra alguna caída!	
No Pain 0 1 2 3 4 5 6 7 8 9 10	Moderate Pain Severe Pain Goal
We want you to be "Very Satisfied" with your care. If you are not "Very Satisfied" with your care, please contact the Nurse Director of the unit at extension _____ or the Patient Advocate at extension 8054.	

Clean only with soap & water! Do not use other cleaners or disinfectants!

Today is / Fecha: Mon Tue Wed Thu Fri Sat Sun



Lancaster Regional Medical Center

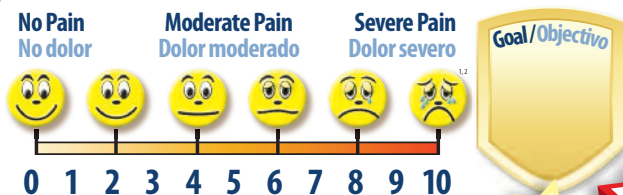
Your Patient Care Team Su equipo de atención al paciente

Nurse / Enfermera:

Nursing Assistant: Ayudante de la Enfermera:



Are you in pain? How much? ¿Te duele? ¿Cuánto?



We want you to be **Very Satisfied** with your care. If you are not **very satisfied** with your care, please contact the Nurse Director of the unit at # 6716 or the Patient Advocate at # 8054.

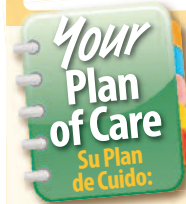
Room Telephone / # de Teléfono:

(717)291-8235 Room # de Cuarto 235



Cafeteria: Extension / Extensión: # 7777
Cafeteria: Hours / Horas: 7 am to 7 pm

Please call for assistance before getting out of bed. We do not want you to fall!
Por favor pida la ayuda cuando saliendo de la cama. ¡No queremos que usted se caiga!



Queremos que usted esté **muy satisfecho** con su servicio. Si usted no está **satisfecho** con su servicio, por favor póngase en contacto con el Director de Enfermera de la unidad en la # 6716 o el abogado paciente en la # 8054.

Clean only with soap & water! Do not use other cleaners or disinfectants!



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Betsy Johnson Regional Hospital
Harnett Health

TODAY IS / es hoy
Mon Tue Wed Thu Fri Sat Sun

Room Telephone / # de Telefono
910-892-1000

**Room #
de Cuarto**
(4) 304

My Care Board

Your Care Team

NURSE / Enfermera: _____ **Care Team Members: *Nota a Todos***

**CARE ASSISTANT(S):
Ayudante de la Enfermera:** _____

PHYSICIAN: /Medico _____ **Patient Advocate:** _____

Rapid Response #

Pain Management is OUR Goal / El Control Del Dolor Es Nuestra Meta!

0 1 2 3 4 5 6 7 8 9 10
No Pain No Dolor Moderate Pain Dolor Moderado Severe Pain Dolor Severo

PRECAUTIONS:

Fall Rest, Extremity SEZ. Aspiration

AMBULATION:
 Yes No
 Walker Assist: _____
 Gaitbelt Needs: _____

SKIN PRECAUTIONS

HEARING IMPAIRED **VISION IMPAIRED** **DAILY WEIGHT** **KG**

Here You!

Harnett Health is dedicated to providing quality and personalized care with respect and compassion. We are committed to making a difference throughout our communities with service excellence.

Today is/Hoy es:
Mon Tue Wed Thu Fri Sat Sun

Here You!

Nurse/Enfermera: _____ **Physician/Medico:** _____

Patient Advocate/Defensor del Paciente: _____ **Respiratory Therapist/Terapista de respiracion:** _____

Care Assistant(s)/Ayudante de la Enfermera: _____ **Care Team Members
Miembros del Grupo de Cuido:** _____

Pain Management is OUR Goal / El Control del Dolor es Nuestra Meta

0 1 2 3 4 5 6 7 8 9 10
No Pain No Dolor Moderate Pain Dolor Moderado Severe Pain Dolor Severo

Last Dose / Ultima Dosis: AM PM **Next Dose / Proxima Dosis:** AM PM

Pain Goal / Dolor Meta

Harnett Health is dedicated to providing quality and personalized care with respect and compassion. We are committed to making a difference throughout our communities with service excellence.

My Care Board

**CCU1 ROOM #
de Cuarto**

I like to be called / Me gusta ser llamado:

**Today's Treatments/Goals or Plans
Los tratamientos de hoy /
Objetivos y Planes de:**

**Patient/Family Concerns or Questions
Preguntas y Preocupaciones del
Paciente y Familiares:**

Primary Person to Educate:

**Estimated Transfer Date
Estimada fecha de
transferencia**

Precautions:

Fall SEZ. Aspiration Rest, Extremity.

Vision Impaired Hearing Impaired Daily Weight

**Please call...
DON'T FALL
Por favor, llame...
No se Caiga**

KG

Harnett Health se dedica a ofrecer calidad y atención personalizada con respeto y compasión. Estamos comprometidos a hacer una diferencia en nuestras comunidades con un servicio de excelencia.



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