Covid Visitation Policy

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Background

- As a result of the novel coronavirus over 500 hospital systems in Pennsylvania have created some form of restricted or adjusted visitation policies.

- The presence, tone, readability, and accompanying rationale or resources of the policies may vary across health systems.

- Family Centered- Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.

- Our overall objective is to improve health system communication of novel crisis-era policies, particularly those affecting family- and patient-centered care.

PFCC

Patient and Family Centred Care Principles

RESPECT & DIGNITY

PARTICIPATION

PFCC

COLLABORATION

INFORMATION SHARING

COLLEGE OF
LICENSED PRACTICAL NURSES
OF ALBERTA

AIMS

- Characterize the content and qualities of consumer-facing communication of physical presence, or visitation, policies enacted during the COVID-19 pandemic.

- Evaluate the impact of consumer-facing information about novel crisis-era policy on community members' perceptions of the health care facility.
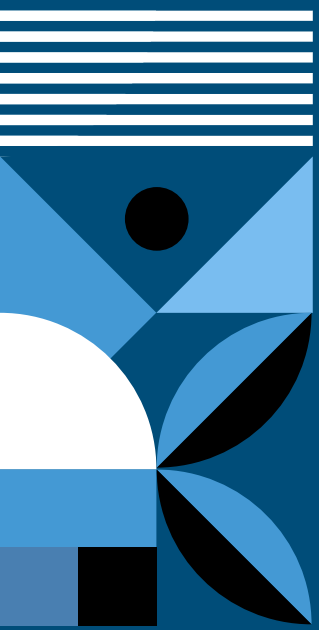
Significance

The communication of these pandemic-era policies may promote or detract from relationships between health systems and the greater community during crisis. Clear communication from the health system about novel policies that is well-received by community members will bolster community adherence to and support for such policies.

Coding 101

Qualitative Data Analysis (QDA) consists of three parts: Noticing, Collecting and thinking about interesting things [2]. QDA is generally a non-liner process and often can be recursive. As you continue on collecting information, you may notice new things and need to think about them. As a result, you sometimes have to go back to old data and analyze them again.

THEMATIC ANALYSIS

Coding

Iterative comparison

Qualitative data → Codes → Themes
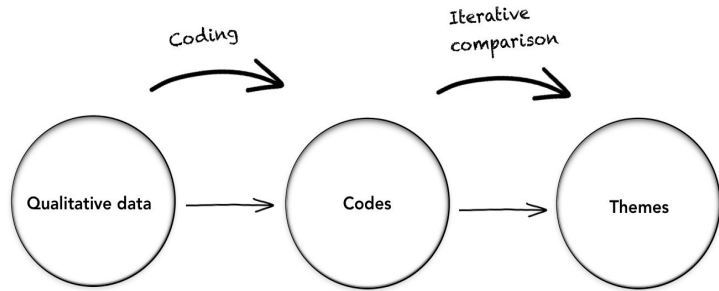
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- Open Coding- method is the analytic process by which concepts *(codes)* to the observed data and phenomenon are attached during qualitative data analysis.

- Function Coding- The determination of specifc lingusistc functions that pharses or sentences serve

- Tone Coding- Coding for the overall tone portrayed by sentences or phrases

Method

01
Preliminary reading
Familiarized myself with literature regarding open coding, content coding, lumping, and splitting

02
Open Coding
Coded for possible buckets and macro areas of lingustic signifaince to create a codebook

03
Codebook creation
Explicitly defined the menaing of short hand vraiables in oder to have a consistent method of function coding.

04
Function Coding
Using predominantly splitting, I function coded portions of the visitation policies based upon the codebook

05
Tone and Thematic Coding
Based on the established content groups, I coded for tone and genreal themes within the content subgroups.

	A	B	C	D	E	F
		Name of Code	Subcode	Abbreviation	Definition of Code	Example
	1	First Statement	--	FIRST	The first statement of the visitation policy. Always double coded. Encompasses the entirety of the first sentence, unless the main code extends beyond the first sentence.	
	2	Statement of Change	--	CHANGE	Acknowledgement that the visitation policy differs from the normal policy. Any statment that may imply that another policy is normally in place. Effective dates **ARE NOT** included in this category. Key words like "effective immediately," "no longer," and "revised" **ARE**.	"We have updated our visitation policy"
	3	Temporality	--	TEMP	Any statement that applies that the policy will be revised in the future or is subject to change. Coded with the whole sentence, not just the phrase. Only regards future changes. For changes in the past, see above.	These restrictions will be continuously evaluated a COVID-19 situation evolves and are subject to cha guidance from the CDC and PA DOH.
	4	Statement of Policy		POLICY	The general statement of the visitation policy, both on site and off-site visitation. Includes any and all clear exceptions, and exceptions on a case by case basis. Also includes any discussion of who is NOT allowed in the hospital. Any special requirements that must be met in order to allow visitation. This includes details on mobility and switching rrestrictions, screening, mask policies when inside the facilities, special entrances, visitation times, identification measures such as banding and badges, hand washing, etc. Also includes removal or exclusion criteria.	"Anyone without a band will not be allowed entry." "No visitors." "Visitors to those areas will be screened before er facility." -- Allegheny Valley Hospital
			Processes for getting an exception	X: PROCESS	Description of what must be done in order to be granted an exception to the generalized policies	"Exceptions may be made on a case by case basi
					Any statement used to justify the generalized visitation policies. May be used to code vague hospital measures, but if used for	

	A	B	C	D	E	F
17		6 Statement of Values	--	VALUES	Acknowledges and reassures the hospital or health system's core values. May include statements of priority or mission statements.	"The health and safety of our patients, visitors, community remain a top priority" -- Indiana Reg Center
18						
19		7 Recognition of Hardship		REC HARD	Any broader recognition of difficult/challenging circumstances. Acknowledges the hardship that policies may bring.	
20			Expressing importance of patient/family centered care	REC: FCC	Acknowledges the importance of family presence. May point to the benefit of family presence with respect to the patient.	"we understand the important role that family s improving patient well-being" -- Allied Services Rehabilitation Medicine
21			Gratitude	REC: GRAT	Any statment of gratitude or thanks. Also includes statements of partnership, togetherness, or trust.	"We are grateful for your cooperation" -- Allied of Rehabilitation Medicine
22						
23		8 Solutions for Family Members		SOLUTNS		
24			Non-physical presence	SOL: NPP	Offering or describing alternate methods of visitation, such as by virtual means	"We strongly encourage the use of electronic n connected with loved ones..." -- Brooke Glen B
25			Limitations to family solutions	SOL: LIMIT	Cancellation of comforting services, such as flower and food delivery	"Delivery of food, flowers, or other items from c will be restricted."
26						
27		9 Additional Info or Resources	--	INFO	Any other information about the visitation policy, including links or call lines. Can be double coded with EDUCATION based on the content of the link or additional information.	"For additional information of the recommenda Pennsylvania Department of Health click here. Institute of Rehabilitation Medicine
28						
29		10 COVID-19 Education	--	EDUCATION	Additional information about the pandemic itself, related to the spread of COVID-19, measures one should take to protect themself, and/or other precautions	"Covid-19 is a rare type of virus. While its not hardy virus, people have not developed immun origin." -- Bucktail Medical Center
30						
31		11 COVID-19 Processes/Changes Unrelated to Visitation		VISIT UNRL	Updates about facility procedures that have changed due to COVID-19. May include information about facility closings, limited occupancy, changes to staff procedures, increased security measures, limited entrances, etc.	"Non-essential clinical personnel are restricted -- Bucktail Medical Center
32			Reassurance of standards of care	UNRL: CARE	Any statement that reassures that patients will receive quality care, or that facilities remain fully operational. May detail the acceptance of all patients. **DOES NOT** detail additional measures such as changes to facility cleanliness or changes to staffing.	"All patients who present to these units will cor appropriate medical and obstetrical care." -- Le Hospital

Findings

This project is still being reserached, however, there are a few takeawys:

- Subtle choices in lanaguge used by a hospital systems is very refelctive of the community-health system relationship.

- Ambiguity exists regarding restrictions and exceptions within visitation restriction policies

Next steps

We will conduct an internet-based survey among Americans in which we will present examples of consumer-facing communication collected in Aim 1 in a randomized manner. We will assess associations of the communication of novel, crisis-era institutional policy with respondents' trust in the health system, their perception of the health system's commitment to patients and public health, and their likelihood of seeking care at that institution.
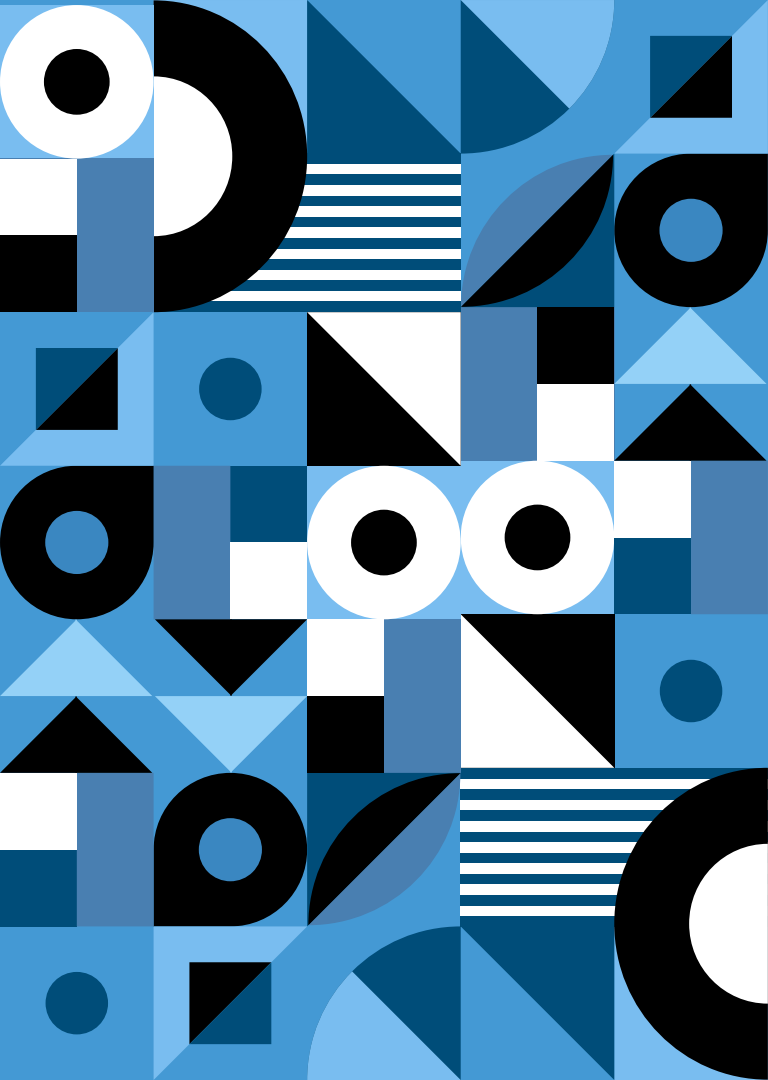
Lessons learned

- Working with a team is an enerehincg experince

- Qulatative reserach is very structred and has well established processes and procedures

- Think crititcally and creativley about your analysis and conclusions

- Welcome differing opinions and always be ready to learn

THANKS!

Dr. Hart and the Hart Lab team

Joanne Levy

SUMR' 20 Cohort

THANKS