



Nursing Service Guidelines Senior Behavioral Health Unit (SBH)

Title: **ADVISORY BOARD**

Responsibility: SBH staff and faculty

Purpose of Guidelines: To provide an area of feedback for patients and family members to participate in an advisory capacity in programming and policies and procedures (OAC 5122-14-11(H)).

Procedure:

1. To encourage and support current and former patients, family members of patients, hospital staff, hospital management and people from the community.
2. Surveys provided to patients and family members during rounds and visitation time to gain feedback
3. Members meet to discuss aspects of the patient experience and responses from survey.
4. During meetings, there is an open exchange of ideas about ways to facilitate and improve patient-centered care practices.
5. Form and binder developed for advisory feedback and educational, procedural, and communication derived from these rounds
6. Rounds will be reviewed by Program Director/designee to then develop procedural or policy change consideration on a quarterly basis
7. Will monitor and log feedback regarding their likes, dislikes, or any changes that would help us in providing care for them.
8. Will document rounds, feedback, trends, and any educational or procedural changes that then occurred from these daily rounds and family feedback.

Reviewed by: Lindsay Watson, Program Director 7/2019, 12/22

Approved: 7/2019

Reviewed:

Revised:

Reviewed by Policy & Standard Committee: 7/2019, 12/22