

GOING HOME AFTER A STROKE: A GUIDEBOOK FOR CAREGIVERS

Documentation Plan

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1. Overview

Providence Healthcare has the largest rehabilitation centre in Canada for patients who have recently suffered a stroke or other neurological event. While Providence has various types of documentation about general services available after discharge, this documentation does not provide detailed information on the steps involved in transitioning from the health centre to the home. This information is of a general nature, not specific to the stroke and neurological department, and does not go into detail about programs available to patients such as Community Care Access Centres (CCACs).

The purpose of the Guidebook for Caregivers is to help alleviate the stress involved with bringing home a loved one who has suffered a stroke. This will be accomplished by providing caregivers and patients a series of clear, organized, and easy to understand steps that guide them through the process of making all of the appointments and arrangements needed for a smooth transition. In addition, the guide will provide a comprehensive list of things caregivers will need to know in order to recreate the attendant care provided at the health centre in the home. The guide will be written on a sixth grade level so that anyone will be able to understand it.

1.1 Scope

The guidebook will cover the process of transitioning from Providence Healthcare to home care, encompassing the period of time leading up to the date of discharge and the six-month period after arriving home. Steps will describe the tasks that need to be done before and after leaving the facility (such as scheduling doctor's appointments, arranging transportation, and properly preparing the home).

General CCAC information will also be provided to give patients and their caregivers a better understanding of Ontario's health care system and help connect patients with community-based support and resources.

While the warning signs of strokes will be provided as a quick reference, information beyond warning symptoms will not be given. The Guidebook will not offer detailed information on the various CCAC programs or any Providence related services before discharge. Details on assisting patients with grooming, feeding, and toileting will not be given, as the level of assistance will vary widely from patient to patient and should be discussed with the health care team.

1.2 Assumptions and Constraints

It is assumed that:

- Readers are capable of understanding instructions written in English at the sixth-grade level
- Caregivers are not aware of many CCAC services available to them
- Caregivers have no prior experience with supporting a stroke victim
- Recovering stroke victims will be supported at home rather than in a group home

These assumptions govern the planning, content, and execution of the documentation project, as we are limiting the information we are providing to a certain audience under certain conditions.

Constraints include:

- Not knowing if patients will be living with family or living on their own
- The level of care a stroke victim requires varies depending on level of cognition and degree of disability (such as using a cane, walker, or wheelchair)

To compensate for these unknowns, the Guidebook will have to be very general.

1.3 The Project

The purpose of this project is to provide the Stroke and Neuro. department at Providence with new documentation to offer caregivers who will be supporting a stroke victim at home. The process of bringing a loved one home is often stressful and confusing. This guide will help to reduce the anxiety caregivers feel by answering the most common questions and providing easy-to-follow steps guiding them through the transition.

2. Target Audience

The risk of stroke increases significantly over the age of 55, and loved ones are likely to take on the responsibility of the victim's care and recovery. Our target audience is the family of the stroke victim, mainly their spouses and adult children, but may also include other family members.

We plan on making a general guide to help a broad range of users, as anyone can suffer a stroke, and audience members will come from many different backgrounds. Special circumstances that could affect how the audience uses the documentation include their ability to understand written English or a lack of time due to other commitments (such as caring for children of their own or having demanding work schedules). Users leading busy lives are not as likely to read this manual thoroughly, but they may use it as a quick-reference guide.

While our information about users has been obtained through Providence's human resources and social work staff, we lack precise user demographics and lifestyle information.

3. Client Goals and Requirements

The following table lists the goals caregivers should be able to complete with the aid of the guidebook. The requirement column explains how the guidebook will help users fulfill their goals.

Goal	Requirement
Caregivers will have all of the necessary equipment, supplies, and medications before discharge.	Instructions on how to obtain medications before discharge. Lists of common food choices, supplies, and equipment. Instructions on when and how to make various arrangements.
Caregivers will have a general reference guide to CCAC services and resources and know how to make arrangements for attendant caregivers.	Local CCAC information (phone number, list of available services).
Caregivers will have an overview of attendant care duties.	List of procedures caregivers need to provide to patients.
Caregivers will have contact information available for health care professionals.	List of important professionals provided with space to fill in contact info for quick reference.

4. Existing Documentation

The SMEs have provided user documents geared towards helping patients and caregivers transition from the health centre to the home. Documents produced by Providence are not stroke-specific but are useful for giving an overview of Providence and its programs. Available documents that are stroke-specific were produced by other organizations and are not specific to Providence's rehabilitation program. These documents are useful in giving an overview of what stroke patients and their caregivers can expect when the patient leaves the centre. To create the user guide, we will need to combine information from both sets of documents and integrate it with information from our SMEs.

5. Design Considerations

The main design consideration is ensuring the final document will be readable and usable by a broad audience. To accomplish this, the style will be large, simple, and easy to read.

6. Draft Document Outline

Title Page

Checklist

Quick reference with contacts

Table of contents

Introduction

- Value of guide

Contact information

- Nurses, occupational therapists, physical therapists, local CCAC, social worker, doctor

Calendar of post-discharge appointments and milestones

Preparing to go home

- Home/weekend passes
- Preparing your home (equipment, ramps, etc., safety assessment with occupational therapist)

Detailed discharge checklist

- Medications
- Food
- Preparing your home (equipment, ramps, etc., safety assessment)

Arriving Home

- Getting settled (ensuring patients know how to use equipment at home)
- Scheduling a doctor's appointment
- Preparing for call from Community Health Navigator

CCAC information & services

- Intro to CCAC
- Value of CCAC
- CCAC services

- CCAC homes

Social work services

- Adult day programs
- How to look for private care agencies
- Support groups
- Exercise
- Retirement homes

Transportation

- Wheel Trans
- Community organizations

Frequently asked questions

Glossary

Appendix

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Bibliography

Stroke warning signs

Back Cover

6.1 Delivery Media

The document will be delivered as a book in print. A soft copy will also be provided.

7. Implementation Timelines

The following tables provide a visual overview milestones and deadlines.

Milestone	Deliverable	Date
Documentation Plan	Documentation Plan	Oct 24 th
First Draft	Review draft. Review final help.	Nov 7 th
Final Copy	All documentation complete and ready to print and send	Nov 14 th

The following tables display our implementation plans for drafting the documentation.

7.1 Guidebook for Caregivers Implementation Timeline	
Design Tasks	Time Estimate
Create Document Plan.	4 days
Review doc plan with Subject Matter Experts, if possible.	.5 day
Development Tasks	Time Estimate
Create first draft, including bibliography, glossary, and appendices.	10 days
Perform SME content review, if possible.	.5 day
Perform draft review with Robin.	.5 day
Create second draft, complete with art and index.	6 days

Edit second draft.	3 days
Review Tasks	Time Estimate
Proofread the document.	1 day
Finalize formatting.	.5 day
Production Tasks	Time Estimate
Print.	.25 day
Submit to Health Centre and to Robin.	.25 day

8. Subject Matter Experts

Our subject matter experts are Sharon Crossan and Laura Derry. Sharon is Providence's patient care manager and Laura Derry is a social worker.

9. Risks

With four authors contributing to content, there is the risk that the final document might have four different voices. To mitigate this risk, the authors will decide on one voice for the final deliverable.

Due to the wide range of users to whom this document will be distributed, there is a risk that some audiences may not be able to read, understand, and follow the content adequately in the guide. To mitigate this risk, the authors will include a step in the review process to verify that the language of the document is at the sixth-grade level.

10. Style Sheet

Based on the legacy documents provided to us by our SMEs at Providence HealthCare, we will be applying the following style rules:

- Citation/bibliography format: if applicable, MLA.
- Format
 - Body text: 12 pt. Calibri.
 - Heading 1: 20 pt. Calibri, bold, orange.
 - Heading 2: 16 pt. Calibri, bold, orange.
 - Heading 3: 16 pt. Calibri, light, black.
- Continuance header/footer
 - The continuance header will display the organization's name (Providence HealthCare) on odd numbered pages and the title of the guide on even numbered pages.
- Conventions
 - Bulleted lists will use small black dots.
 - Numbered lists will use 1, 2, 3...
 - Bulleted and numbered lists will be punctuated as sentences with a period at the end.
 - British spelling convention will be followed (e.g. orthopaedic, fibre, etc.).
 - Pagination will begin on the inside cover at page 1 and continue to the inside back cover.
 - Because the guide will be made into a printed book, page numbers will appear on the bottom outside corner of the page. Therefore, on odd-numbered pages the page number will be on the left-side. For even-numbered pages, the page number will be on the right side.
- The tone needs to be friendly and appropriate for an audience with a sixth-grade reading level.