QUESTIONS WE SHOULD ALWAYS ASK BEFORE DEVELOPING A ONE-PAGE PROFILE

Where is the One Page Profile going to be used? What is the context?

- For this one-page profile the context is a COVID unit. A very busy environment with a sole focus on good health care. The assumption is that anything longer than a minute to read will rarely be used.

What do you want clinical staff to learn from reading the One Page Profile?

- Meet the person as well as recognizing the presence of a disability
- Learn what is important to the person in the context of the COVID unit
- Learn how to best support, to help the person feel less anxious, be more comfortable

What do you want people to do with the learning?

- Use what is written as a personalized guidance on how a person is supported while hospitalized

GETTING STARTED:

Review the examples, see how they are written, see if the information presented gives you ideas for how to present the information for people you are developing 1 page profiles for.

Review the questions:

- Who knows the answers to the questions?
- Whose input do you need?
- Can the person whose profile it is answer all the questions?
- Do you need others to assist?
- If others, who? Family members? Close friends? Care givers?
- What is the best way to get the answers within the time you have?
- Who can tell you what others like and admire?

As you ask the questions, take notes. Do not try to fill the one-page template in as you listen, just take notes. Once you have asked all the questions use your notes to make a first draft.
QUESTIONS TO HELP LEARN WHAT OTHERS LIKE, ADMIRE, APPRECIATE:

Take notes as you listen:

- What do people say about you (or the person) when they are complimenting you?
- What are you good at? How are you smart?
- What are you most proud of? What have others told you about what they were proud of about you?
- What would people say if I asked them, “What are your good qualities?”

QUESTIONS TO HELP LEARN WHAT IS IMPORTANT TO THE PERSON:

Remember this is not about what is important in life in general, it is about what is important while being supported on a COVID unit.

Take notes as you listen:

- Who do you need to stay in contact with and what is the best way to do that - their phone numbers or email?
- What helps you feel better when you are sick or upset?
- What helps you wind down, relax, or sleep?
- List any spiritual practices that help you feel grounded?
- What helps you feel valued and respected?

QUESTIONS TO LEARN WHAT GOOD SUPPORT LOOKS LIKE:

Take notes as you listen:

- What do you want the staff to do to make you feel less anxious and comfortable? Are there things that make you feel more calm or safe?
- What is the best way for the nurses and other staff to communicate with you? Do you need details or just a brief summary of what is going on?
- Do you want step-by-step details of how testing will be performed, or, do you just want to get it done and over?
- You may ask the person how they prefer to take medication. Do they want it with food? Pill or liquid form?
- In the healthcare profession, people are often asked to provide a number on the 1-10 scale for pain. Ask the person if this works for them or if there is some other way that we would know if they are in pain and how acute the pain is.
• Is there anything you might need to make you more comfortable; such as, an extra pillow? The call button on your bed or tray table? Look at the examples e.g. Josie would like to have something wrapped around her pillow to avoid sweating.
• What other tips might you share to provide you with the best care?

**REVIEW YOUR NOTES, LOOK AT THE EXAMPLES AGAIN, WRITE A FIRST DRAFT:**

• Use the template
• Look for the 4, 5, or 6 most important things for staff to know for each section
• Use simple, plain language
• Keep the statements brief – complete thoughts, not necessarily complete sentences
• When it is done, read it out loud - it should take no more than a minute

**SHARE, EDIT, AND ADD A PHOTO:**

• Share the first draft with the person and those they choose
• Get feedback and edit based on the feedback
• Add missing information but don’t make it too long
• Add a photo (if possible)
• Complete and include the health passport

**TIPS**

• Print it so that it is 1 page with the one-page profile on the front and the health passport on the back.
• Print multiple copies and put them where they will be taken to the hospital – part of a “go bag”
• Consider laminating or putting in plastic sleeves
• In the hospital –
  o Post it where it will be seen
  o Make sure it moves with the person (people may be moved multiple times)
  o Improve the one page description
    ▪ Ask the person who helps the best and why
    ▪ Ask those providing care to note any new learning
      • If there are phone updates on status – ask
      • Leave space to write on the template

**Share your learning**

As you engage in supporting people admitted to a COVID health care unit you will learn what works and doesn’t work. What can be improved and how. Please share your learning. Email us at tlcpcp@gmail.com or micheal@sdaus.com

---

tlcpcp@gmail.com • www.tlcpcp.com • 28 Market Street, Somerset, NJ 08873 • (732) 754-5649