



## QBP Pathway Improvement Program

### Frequently Asked Questions For Front Line Staff

#### 1) What is the app?

The mobile app is a valuable tool for patients and family members. As an extension to the paper WRH My Patient Journey booklet already provided, this app includes information about the diagnosis, a daily guide to what patients can expect and tips to prepare them for discharge. It also includes hospital produced videos to better understand important moments.

#### 2) Who made the app?

The software comes from a vendor that creates mobile apps for healthcare organizations in Europe. All of the content has been created by WRH clinical staff with support from SOP and WRH Public Affairs and Communications. It has been reviewed extensively to make sure the content is clinical correct and patient friendly, making it specific to what patients will experience while at WRH.

#### 3) How does the app help patients?

During focus groups, patients have told us it is hard to remember information they receive and often have additional questions about their care plan and diagnosis. The app helps patients know what to expect so they can actively participate in their recovery and keep everyone moving towards discharge.

The app will give patients answers to questions right at their fingertips and allow family members and caregivers easy access to the same information, The information helps to alleviate fear and confusion by keeping patients informed and allows them to take an active role in their recovery.

#### 4) How can I download it? Does it cost money?

Download the free app for your iPhone, iPad or Android. Go to the Apple App Store or the Google Play Store and search for “WRH My Care Journey” and click download. The app is free and you will never be charged money.

#### 5) Who can use the app?

The app is designed for the patient and their caregivers. Staff and physicians should also download the app so they are aware of the information available and can effectively refer patients and family members to the content.

#### 6) What are the expectations of staff?

- Know about the mobile app and download it so you can better understand what patients are seeing
- Familiarize yourself with the content of the app
- Provide the promotional flyer to patients and family members when they arrive on the floor
- Suggest the use of the app to patients during any conversations about their care
- Direct any feedback or questions about the app itself to your Manager or CPM

#### 7) Who can I contact for help?

Speak to your Manager or CPM if you have questions about the mobile app. You can also email [app@wrh.on.ca](mailto:app@wrh.on.ca)