When experiencing a care transition, patients and family caregivers want the following outcomes:

1) To feel prepared and capable
2) Clear accountability
3) To feel cared for and cared about

When these are achieved, care is perceived as excellent and providers as trustworthy. Otherwise, care transitions are seen as impersonal and unsafe.

How can providers help?

Five provider behaviors were linked to the three outcomes identified by patients/family caregivers.

1) **Provide actionable information about diagnosis & treatment.** Patients felt capable when information was tailored, understandable, and accompanied by clinical skills training. They also liked providers to confirm comprehension (teachback).

   “We struggled for information every single day…I would’ve liked more guidance.”
   – Caregiver

2) **Collaborative discharge planning with patients and family caregivers.** Being involved in discharge planning was crucial and made patients feel supported.

   “I was very glad that they included me…my involvement…was crucial.”
   – Caregiver

3) **Use caring language, gestures and communicate compassionately.** When shown empathy, patients tended to trust providers and adhere to their care plan. They wanted providers to know their names, sit when talking to them, and convey concern for their wellbeing.

4) **Anticipate patients’ needs to self-care at home.** Patients and caregivers may not know what they’ll need at home and wanted help from providers to manage their care.

   “It’s not until you get into the wilderness at home that you realize…the vastness of what you don’t know.”
   – Caregiver

5) **Provide uninterrupted care with minimal handoffs.** Providers should know the patient’s history and acknowledge them as a person. Continuity in care cultivated greater trust.