**TIMS: Nuts and Bolts**

Step One: Convene a stake-holder/planning group. This group will lead the TIMS project. Ideally the group will contain chaplaincy leadership, marketing, IT, risk management, electronic patient record representative, nursing staff, executive leadership and social work.

Step Two: Review parameters and process of TIMS project and plan for implementation in your facility.

Step Three:

Start with the electronic medical record (EMR) and where the file will be placed.

1. Identify whether you can import an audio file into the permanent record and where it should be housed for maximum visibility and accessibility. Because the Johns Hopkins legal team determined that the TIMS file should not be discoverable, we utilize the ‘Sticky Note’ feature on the summary page of our EMR, EPIC. Sticky Notes provide information for the team but are eliminated once the patient leaves the hospital.
2. Create a secure website to house the audio files, and from which you can hyperlink the files to the Sticky Note.

Step Four:

Determine how you will identify patients who are suitable for a TIMS recording. Hopkins determined that those with communications limitations, often intubated, with a predicted length of stay greater than three days who also had no one to speak for them were the best candidates. Charge nurses and unit administrative personnel can assist in identifying potential patients.

Step Five:

Determine who will conduct the interviews and develop a training for this group. The training should include the scripting of the call, scope of the call, mechanics of making audio recording and transfer into storage. Chaplains seem to be a best fit as the call needs to convey emotional and spiritual support while also offering this resource to families.

Required are a cell phone with an ‘audio memo’ app, and another device to place the call to a loved one. Additional instructions are found in the TIMS documents: <https://www.hopkinsmedicine.org/spiritualcare/tims-project.html>

Step Six:

Determine who will complete the roles needed in the process. You will need:

* Referral source to determine family members to call
* Interviewers
* Editors
* Reviewers of edited recording
* Who places edited recording on electronic patient record
* Who follows up with family - Often they request a copy of the edited audio file.
* Who follows up with staff
* Data collection manager
* Trainer for volunteers (interviewers and editors)

Volunteers, especially students, are quite capable of editing. More instructions are found in the TIMS documents.

Step Seven:

Determine a marketing plan. Consider how you will apprise the medical team of the availability of the TIMS file. We have utilized multiple means, including participation on rounds, screensavers on clinical computers, and internal and personal communications.

Step Eight:

Develop an evaluation plan. This may include families, patients and the medical team. Develop a mechanism to receive feedback from medical staff especially with regard to improvement.