Partnersing with Patients and Families

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Defining the differences!

**Patient Experience**

**Patient and Family Engagement**

**Patient and Family Centered Care**

**Patient Activation**

Patient Experience

The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

- The Beryl Institute

Patient and Family Engagement

Patient and Family Engagement - A set of behaviors by patients, family members, and health professionals and a set of organizational policies and procedures that foster both the inclusion of patients and family members as active members of the health care team and collaborative partnerships with providers and provider organizations to improve quality and safety within a health care organization (AHRQ, 2013).

Patient and Family Centered Care

When an organization’s culture considers patient’s and family’s values, perspectives, wishes, and input into care decision making at all levels of patient and family engagement.

- Institute for Patient and Family Centered Care
Patient Activation

When patients have the knowledge, skill, ability and willingness to be an active partner in their care.

-Judith Hibbard, PhD, MPH, founder of the Patient Activation Model

CMS Patient and Family Engagement model

Point of Care (Communications)
- Teach and educate patients & families
- Involve patients & families
- Provide patients with access to information
- Bedside change of shift report
- Discharge planning checklist

Policy & Protocol
- Patient and family advisor on patient/family committees
- PFACs

Governance
- Patient and family advisor serves on the Board

CMS PFE Metrics
1. Prior to admission, hospital staff provides and discusses a discharge planning checklist with every patient that has a scheduled admission, allowing questions or comments from the patient or family.
2. Hospital conducts both shift change huddles for staff and does bedside reporting with patients and family members in all feasible cases.
3. Hospital has a dedicated person or functional area that is proactively responsible for Patient and Family Engagement and systematically evaluates Patient and Family Engagement.
4. Hospital has an active Patient and Family Engagement Committee (PFEC) OR at least one former patient that serves on a patient safety or quality improvement committee or team.
5. Hospital has at least one or more patient(s) who serve on a Governing and/or Leadership Board and serves as a patient representative.

PFE and Point of Care

A patient or family member alone can confirm whether:
- A plan of care was explained thoroughly
- The clinical information provided was fully understood
- Their questions and fears were appropriately addressed
- Care was tailored to their specific needs
- They felt safe
- Systems worked efficiently and effectively
- Each was treated as a person — a whole person — and not simply as a chart or a medical record

Barriers to POC engagement

Audience discussion

What is a Patient and Family Advisory Council (PFAC)?

An advisory council is a formal group that meets regularly for active collaboration between clinicians, hospital staff, and patient and family advisors on policy and program decisions.

What is a Patient and Family Advisor (PFA)?

A PFA is a former or current patient and family member of the hospital, who is emotionally, physically, and mentally ready to volunteer and partner with the organization to make improvements. This is typically a patient who is interested in being actively involved in their care or the care of a family member and has offered constructive feedback in the past. They are thought leaders, and bring a variety of expertise to the table.


PFAC structure and guidelines

- PFAC membership
- Roles and responsibilities
- Time commitment
- Mission and vision statement
- Bylaws
- Budget considerations
- Annual goals
- Strategies for successful meetings

PFA Volunteer Application and Review Process

- Formal process is necessary
- 2 step interview with volunteer services and the staff liaison and PFA co-chair
  - Background check, health screening, HIPAA, safety training, compliance and ethic
  - 12 month policy for patients or families that had a less favorable experience before they can join
  - Recruitment can come from MDs, RNs, patient advocacy, social workers, self referral, etc.

Refer to flow chart hand out

Why Volunteer Services?

- Volunteer department "acts" as HR
- PFAs are volunteers!
- Formalized orientation process
- Expert insight on volunteers who may or may not be ready for PFAC
- Direct contact for the PFA

The READI™ Patient and Family Advisor is:

Respectful
Experienced
Appreciative
Dedicated
Involved

*Characteristics on how to identify a patient or family member to participate on a PFAC.

Why is all of this important?

- Hearing the patient and family perspective helps us to understand the delivery of care experience.
- Patients and family advisors are thought leaders, with skill sets, who use their talent and expertise to enhance the patient experience
- Like other industries, customers are engaged and asked what they think; we all have an opportunity to replicate this practice in the healthcare setting.
- By working with patient and family partners, it can advance our knowledge in understanding the needs of patients and families.
It's a journey!

Q & A
Thank you!