

Making the Connection: PFE Strategies and Quality

Patients and their families are essential partners in the effort to improve the quality and safety of health care.

-Partnership for Patients

Specifically to your organization identify how each of the following Patient and Family Engagement (PFE) strategies could be used to target a specific quality or patient safety improvement goal.

Organization Design and Governance

1. Patient and Family Advisory Council
Quality or Patient Safety Goal/s:
2. PFA on Committees
Quality or Patient Safety Goal/s:
3. PFA on Governing Board
Quality or Patient Safety Goal/s:
4. PFA Rounders
Quality or Patient Safety Goal/s:
5. Staff Interviews
Quality or Patient Safety Goal/s:
6. Secret Shoppers/Quality Observers
Quality or Patient Safety Goal/s:
7. Patient Safety Rounds
Quality or Patient Safety Goal/s:
8. PFA on RCA
Quality or Patient Safety Goal/s:
9. Story Telling
Quality or Patient Safety Goal/s:

Direct Care

1. Discharge Planning
Quality or Patient Safety Goal/s:
2. Bedside Shift Report
Quality or Patient Safety Goal/s:
3. Shared Decision Making
Quality or Patient Safety Goal/s:
4. Teach Back
Quality or Patient Safety Goal/s:

Top 10 Considerations for Implementing a PFE Strategy

1. Begin with specifics on what you are looking to improve
2. Identify areas where patient and families can serve at the direct care and/or organization
3. Identify specific goals and metrics
4. Prepare staff
5. Prepare patient or PFA
6. Allow for open discussion of concerns and barriers
7. Start small
8. Adjust as needed
9. Spread
10. Identify sustainability needs