Today’s Agenda

- Welcome and Introductions
- Memorial Healthcare System: Coordinating PFE Activities Across a Healthcare System
- Questions
- Discussion: Leveraging PFE to Improve both HCAHPS and HIIN PFE Metrics
- Closing/Upcoming Events
FHA Team Introductions

• Allison Sandera
  Project Manager, FHA
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• Sari Siegel, Ph.D., CPHQ
  FHA Consultant, Senior Study Director, Westat
  sarisiegel@westat.com
ReadyTalk Webinar Platform Overview
Patient & Family Centered Care at Memorial Healthcare System

Michelle Barone
Director, Patient- and Family-Centered Care, Memorial Healthcare System
Heal the body, mind and spirit of those we touch

Vision
To be a premier clinically integrated delivery system providing access to exceptional patient-and family-centered care, medical education, research and innovation for the benefit of the community we serve.
The MHS PFCC Journey

2002:
First director of Patient- and Family-Centered Care

2004:
CEO Frank Sacco announces MHS adoption of PFCCC care model; Standards of Behavior modified to include PFCC

2004:
JDCH PFAC Council: 12 PFAC members; JDCH PFAC members assigned to hospital committees

2008:
Memorial Healthcare System mission statement modified to include PFCC; PFCC added to all MHS job descriptions

2016:
PFCC added to annual review and evaluations

2017:
JDCH achieves Planetree Designation for PFCC Implementation and Sustainability

2017:
8 PFAC Councils, 11 Councils/Committees, 80 + PFA Members

It all started with an pediatric oncology patient’s dad…
Patient & Family Advisory Councils
Patient and Family Advisory Council

Tiers

**Tier 1:**
PFAC Members
- Referred Individuals
- Completed Hospital Volunteer /PFAC Orientation
- Attends Monthly Meetings consistently, per bylaws

**Tier 2:**
PFAC Members
- Attend Monthly Meetings consistently, per bylaws
- Can chair a PFAC Committee
- Can attend hospital committee meetings
- Eligible to complete Advanced Hospital Meeting Training
- Eligible to join the Family Support Network
  - Complete Mentor Training
  - Shadow trained/seasoned mentors
  - Hospital Peer Interview Panel
  - Agree to one year contract

**Tier 3:**
PFAC Members – PFAC Leaders & Ambassadors
- Complete 1 Year of PFAC membership
- Attend PFAC Leadership Training
- Eligible to hold a PFAC Board position
- Shadowing
- Host Parent Hours

**Tier 4:**
Members - System wide PFAC Founders
- Members in good standing for 5 or more years
- Attended PFAC Founder Training
- Can facilitate trainings for staff
- Patient & Family administrative tasks and projects
- Eligible to attend System-wide Hospital Committees
Hospital Committees & Programs

**Hospital run meetings / Committees**
- Attended by Coordinator/Advisors (or both)
  - Patient & Family Advisory Council
  - Quality Care and Patient Safety Council
  - PIRM
  - Patient Experience Committees
  - Clinical Effectiveness
  - CNO meetings
  - Just Culture / Grievances
  - Ethics Meetings
  - Department Leaders
  - MyChart Governance
  - Leadership Development Institute
  - Cardiac Discharge Class
  - Heart Transplant Selection
  - Architect & Design
  - GME Orientation

**PFAC established committees**
- Run by Coordinator and/or Advisors
  - NICU Committee
  - Oncology Committee
  - Special Needs Committee
  - JDCH/MRH Families Helping Families
  - Family Support Network
  - Memorial Hospitality Solutions
  - JDCH Not Just A Cookie Hour and JDCH Family Lunches
  - MHS Pediatric to Adult Transition
  - MHS Sickle Cell Committee
  - MHS PFCC Education & Development - Brochures, reading materials, website information
Patient Friendly MAR – Patient daily medication schedule, delivered daily to the bedside

Bedside Shift Report – Nurses, patients and family members exchange information, shift to shift, for consistent care

Signage “waiting” vs. Lounge

Way Finding

Design / Construction Committee

Secret Shoppers

After Visit Summary

Discharge Process Project

Advisors as Faculty

E-communication
Deeper Caring
Smarter Healthcare

Patient & Family Centered Care Symposium

- Annually supported
- Over 300 Attendees
- 40 Advisors attended and helped organize
Planetree Designation, 2017
Heal the body, mind and spirit of those we touch

Memorial Healthcare System:
- Joe DiMaggio Children’s Hospital
- Memorial Hospital Miramar
- Memorial Hospital Pembroke
- Memorial Hospital West
- Memorial Regional Hospital
- Memorial Regional Hospital South
Questions?
Leveraging PFE Infrastructure to Improve Performance both on HIIN’s PFE Metrics & HCAHPS

Discussion Facilitated by Allison Sandera and Sari Siegel
FHA HIIN Members: Coaching calls

• Provide access to LC faculty who tailor guidance to your hospital’s unique circumstances/goals
• Provide sounding board
• Help us connect you with others
• Offer accountability
Published Research on PFE and HCAHPS

The Association Between Patient and Family Engagement Practices and Patient Experience

July 2015
Content Areas for the Study

Organizational Practices to Support Patient and Family Engagement
- Has the hospital conducted a formal self-assessment of PFE practice use?
- Does the hospital have a patient and family advisory council? If so, and how is it constructed, used, and providing support to other hospital committees?
- What training is provided to staff on partnering and communicating with patients and families?
- Are there policies on facilitating unrestricted access and disclosing and apologizing for errors?
- Are patients and families interviewed for root cause analyses?
- What metrics are used to track implementation of PFE strategies?

Patient and Family Engagement Practices at the Bedside
- Are patients and families encouraged to participate in nurse change-of-shift reports?
- Are multidisciplinary rounds conducted with patients and family members?
- Is teach-back used with patients?
- Are white boards used for patients’ daily care?

Providing Access to Information and Shared Decision-Making Support for Patient and Family Engagement
- Can patients examine their health records?
- Do patients have online access to personal health information?
- Are patients provided with decision aids?
- Can patients and families activate a rapid response team?
- Are health literacy and language issues addressed?
Survey Findings

- Variability in the number of patient and family engagement strategies that hospitals use.

- On the next two slides, the tables with survey findings show associations between specific PFE practices and the HCAHPS question, “Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?”
  
  - Association between higher scores (1 to 3 percentage points) on this HCAHPS question and the implementation of certain PFE practices.

- HCAHPS reporting period is from April 2013 to March 2014.

- Analysis includes adjustment for hospital characteristics: teaching status, ownership type, bed size, critical access hospital, and geography.

- Limitations of the survey research include the sample, measures, and that no causality can be shown.
### Associations Between PFE Practices and HCAHPS Scores

<table>
<thead>
<tr>
<th>PFE Practice</th>
<th>Percentage points of patients rating a hospital 9 or 10</th>
<th>Statistical Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Committee Engagement</strong></td>
<td></td>
<td></td>
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<tr>
<td>Hospital-wide patient &amp; family advisory council compared to no PFAC</td>
<td>1.5 pts. higher</td>
<td>p&lt;.05</td>
</tr>
<tr>
<td>Over 50% of PFAC is patient &amp; family members compared to under 50%</td>
<td>1.7 pts. higher</td>
<td>p&lt;.05</td>
</tr>
<tr>
<td>PFAC meets at least quarterly compared to less often or never</td>
<td>1.8 pts. higher</td>
<td>p&lt;.05</td>
</tr>
<tr>
<td>Inclusion of patients &amp; family members in other hospital committees above average compared to average or below</td>
<td>1.0 pts. higher</td>
<td>p&lt;.05</td>
</tr>
<tr>
<td><strong>Monitoring Progress Engaging Patients &amp; Families</strong></td>
<td></td>
<td></td>
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<tr>
<td>Formal self-assessment of PFE strategy use compared to no formal self assessment</td>
<td>1.2 pts. higher</td>
<td>p&lt;.05</td>
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</tbody>
</table>
| 5+ metrics for tracking PFE strategy use compared to fewer metrics          | 0.8 pts. higher                                         | p=0.053
## Associations Between PFE Practices and HCAHPS Scores

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<tr>
<td><strong>Patient Access to Information</strong></td>
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<tr>
<td>24/7 access to online patient information portal compared to no 24/7 access</td>
<td>1.8 pts. higher</td>
<td>p&lt;.05</td>
</tr>
<tr>
<td>Full access to health records in hospital compared to partial or no access</td>
<td>2.0 pts. higher</td>
<td>p=.053</td>
</tr>
<tr>
<td>High commitment to accommodating lower English literacy compared to moderate or low commitment</td>
<td>1.9 pts. higher</td>
<td>p&lt;.05</td>
</tr>
<tr>
<td><strong>Patient &amp; Family Inclusiveness</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24/7 unrestricted access to patients by family &amp; partner across all units compared to some or no units</td>
<td>3.0 pts higher</td>
<td>p&lt;.05</td>
</tr>
<tr>
<td>High levels of including patients &amp; families in nurse shift-change reports compared to moderate or no inclusion</td>
<td>1.3 pts. higher</td>
<td>p&lt;.05</td>
</tr>
</tbody>
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Relationship between Nursing & Patient Satisfaction: Study of 430 Hospitals

• Nurse work environment significantly positively associated to all HCAHPS patient satisfaction metrics

• Mean % “would definitely recommend” 10 percentage points higher in hospitals with better (69.9%) vs. worse (59.6%) nurse work environments

Partnership for Patients (PfP) Strategic Vision Roadmap for Person and Family Engagement (PFE)

FINAL VERSION

Submitted to:
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January 8, 2016
HIIN PFE Strategies and Metrics

<table>
<thead>
<tr>
<th>Six PFE Strategies</th>
<th>Five PFE Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Measurement and research</td>
<td>1. Planning checklist for scheduled admission</td>
</tr>
<tr>
<td>2. Organizational partnership</td>
<td>2. Shift change huddles/bedside reporting</td>
</tr>
<tr>
<td>3. Care, policy, and process redesign</td>
<td>3. PFE leader or functional area</td>
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<tr>
<td>4. Clinician, staff, and leadership preparation</td>
<td>4. Patient and Family Advisory Council (PFAC) or representative on quality</td>
</tr>
<tr>
<td>5. Patient and family preparation</td>
<td>improvement team</td>
</tr>
<tr>
<td>6. Transparency and accountability</td>
<td>5. Patient(s) and family members on hospital governing and/or leadership board</td>
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**Question:** Are these strategies to improve PFE Metrics or HCAHPS Scores?

**Answer:** YES
Applying Strategy 1 (Measurement and Research) to PFE Metric 1 (Planning Checklist for Scheduled Admission)

<table>
<thead>
<tr>
<th>PFE Metric</th>
<th>PFE Strategy 1: Measurement and Research—Specific Tactics That Hospitals Can Use</th>
</tr>
</thead>
</table>
| 1. Planning checklist for scheduled admission | - Meet with patient and family members from vulnerable populations to help identify the specific information that they believe would be most helpful to them as they prepare for hospitalization and discharge. Create a checklist with these populations to ensure they meet their unique needs and concerns.  
- Collect patient, family, clinician, and staff feedback about the planning checklist and use it to refine the tool and processes related to its use. Ensure that feedback is solicited from vulnerable populations.  
- Set performance goals and track progress; conduct subgroup analyses to examine equitable use of the checklist.  
- Collect data about the demographic and socioeconomic status of the hospital's patient population and the surrounding community (social determinants) to account for and assess potential barriers to use or applicability in the development of the checklist.  
- Systematically collect information from patients who are readmitted to the hospital that represent vulnerable populations to determine root causes and identify ways the checklist and services can be restructured to better meet their needs. |
Applying Strategy 2 (Organizational Partnership) to all PFE Metrics

<table>
<thead>
<tr>
<th>PFE Metric</th>
<th>PFE Strategy 2: Organizational Partnership—Specific Tactics That Hospitals Can Use</th>
</tr>
</thead>
</table>
| 1. Planning checklist for scheduled admission | - Leverage community or cultural brokers to create strong organizational partnerships with diverse patient, family, and community partners.  
- Ask diverse partners to assess the checklist review process and suggest improvements to address needs better.  
- Work with diverse partners to solicit feedback from patients and families from a variety of backgrounds regarding whether they feel included or marginalized in the checklist review process. |
| 2. Shift change huddles/bedside reporting      | - Leverage community and cultural leadership to create strong organizational partnerships with diverse patient, family, and community partners.  
- Ask diverse partners to assess the bedside reporting/shift change processes and suggest improvements to address needs better.  
- Work with diverse partners to solicit feedback from patients and families from a variety of backgrounds regarding whether they feel included or marginalized in the bedside reporting process.  
- Review performance and patient experience data stratified by patient subgroups with partners to help identify and understand opportunities for improvement. |
| 3. PFE leader or functional area               | - Create linkages with community agencies and organizations that support the hospital’s vulnerable populations and engage them as experts to help PFE leadership learn about and interact regularly with these diverse populations.  
- Work with diverse patient, family, and community partners to identify and hire a PFE leader from within the community or identify a functional area.  
- Engage diverse partners throughout the hiring process to help ensure that they represent and are invested in the community at large. |
Linking the HIIN PFE Metrics and HCAHPS

PFE Metric 1: Discharge Planning Checklist

HCAHPS Questions: 19, 20, 23, 24, 25
Linking the HIIN PFE Metrics and HCAHPS

PFE Metric 2: Bedside shift reporting

HCAHPS Questions: 1, 2, 3
Linking the HIIN PFE Metrics and HCAHPS
Materials you developed?

• Do you have any interview questions/recruitment processes you would be willing to share with other PFE LC members?
  – If so, please post to Freedcamp!
  – Or send to Allison (allison@fha.org) and we will post it on Freedcamp so everyone can access it.
Questions?
What is Freedcamp?

Freedcamp is a resource sharing and collaboration website that FHA is utilizing for our PFE Learning Collaborative. Resources available include:

• Events listing
• Discussion board
• Peer resource sharing
• Articles
• Evidence based resources (guides, toolkits, etc.)
Getting started with the FHA PFE Resource and Collaboration Site on Freedcamp

You may see more than one project listed if you are already registered with Freedcamp for another project. Please select the ‘FHA PFE Learning Collaborative’ project.
Virtual Events:
- **Oct. 26** – HRET HIIN | WAKE UP Virtual Event
- **Oct. 30** – FHA HIIN Quarterly Virtual Meeting
- **Oct. 31** – HRET HIIN | Physician Virtual Event: Portfolio Program (MOC IV) Informational Overview
- **Nov. 17** – FHA HIIN PFE Learning Collaborative: Quantifying the Value of Patient and Family Advisory Councils (PFACs)

In-Person Meetings:
- **Nov. 7-8** – TeamSTEPPS Master Trainer Course | Indian River Recreation Center, Vero Beach, FL (Sept. 28 Pre-meeting webinar)
- **Nov. 15** – Recognition and Treatment of Sepsis in the Emergency Department: Using TeamSTEPPS Concepts | Harry P. Leu Gardens, Orlando, FL
- **Nov. 16** – Chasing Zero Infections: Connecting the Dots to Reduce Patient Harm-Hot Topics in Infection Prevention | Signature Grand, Davie, FL
- **Nov. 17** – Readmissions Stakeholder Summit | Westin Lake Mary Orlando North

Check your **MTC HIIN Upcoming Events** Weekly Email for details and registration
Webinar Evaluation Survey & Continuing Nursing Education

- Eligibility for Nursing CEU requires submission of an evaluation survey for each participant requesting continuing education: https://www.surveymonkey.com/r/PFE102517
- Share this link with all of your participants if viewing today’s webinar as a group
- Be sure to include your contact information and Florida nursing license number
- FHA will report 1.0 credit hour to CE Broker and a certificate will be sent via e-mail
- We would appreciate your feedback even if you are not applying for CEUs!!
- Web participants can stay logged in as the webinar closes to be redirected to the online survey (the link will also be provided in a follow up email)