FHA PFE Learning Collaborative

Quantifying the Value of Patient & Family Advisory Councils (PFACs)

November 28, 2017
Today’s Agenda

Welcome & Introductions

ReadyTalk Overview

Quantifying the Value

Questions

Upcoming Events

Closing
FHA PFE Learning Collaborative Faculty

• Allison Sandera
  Project Manager, FHA
  allisons@fha.org

• Sari Siegel, Ph.D., CPHQ
  FHA Consultant, Senior Study Director, Westat
  sarisiegeal@westat.com
Two ways to interact with speakers today:

1. Type questions or comments into chat (let us know if you wish to remain anonymous!)

2. Raise hand (*7 to unmute your line when called upon)
Quantifying the Value of PFACs
Live Polling:

• Do you have a PFAC?
  – Yes
  – No
Live Polling:

• Do you currently collect any data to help quantify the value of your PFAC and/or other contributions by patient advisors?
  – Yes
  – No
Why Measure?

External audiences

• Marketing
• Joint Commission
• Payers
• Leapfrog
HIIN Metrics

October 2017
Aggregate Data for HIIN Hospitals

Percent of Hospitals Meeting, Not Meeting, or Not Reporting PFE Metrics, by Metric

- PFE Metric 1: Preadmission Planning Checklist *
  - Meeting Metric: 52% (n=1441)
  - No Reported Data: 75% (n=3037)
  - Not Meeting Metric: 7% (n=264)

- PFE Metric 2: Shift Change Huddles OR Bedside Reporting
  - Meeting Metric: 6% (n=239)
  - Not Meeting Metric: 41% (n=1675)

- PFE Metric 3: Designated PFE Leader
  - Meeting Metric: 48% (n=1858)
  - Not Meeting Metric: 56% (n=2250)

- PFE Metric 4: PFAC or Representatives on Hospital Committee
  - Meeting Metric: 6% (n=222)
  - Not Meeting Metric: 98% (n=2541)

- PFE Metric 5: Representative(s) on Board of Directors
  - Meeting Metric: 6% (n=251)
  - Not Meeting Metric: 98% (n=2560)

* 506 hospitals have no scheduled admissions (exempt) and are thus excluded from the PFE 1 denominator.
Why Measure?

Internal audiences

• Business case for sustainability (board, leadership, staff)
• PFE quality improvement (e.g., benchmarking; tracking trends over time)
Polling Question
Live Polling:

• Are you tracking # of PFA volunteer hours?
  – Yes
  – No
Polling Question
Live Polling:

• Does your organization have a system to capture which PFA feedback that is implemented within your organization?
  – Yes
  – No
# PFE Measure Categories & Examples

## Structural
- Policies (e.g., 24-hr “visiting”)
- Institutional supports (e.g., patient portals)
- Formal role for PFAs (e.g., PFAC; on hospital committees)

## Process
- # of PFAs on PFAC
- # hours volunteered
- # PFAs on hospital committees
- # of PFA recommendations

## Outcomes
- Health (e.g., improved clinical data/reduced patient safety events)
- Utilization (e.g., readmission)
- Financial (e.g., faster billing)
- Patient and staff experience and satisfaction

## Other
- Anecdotes from patients, advisors, clinicians, staff, administrators (*storytelling is potent*)
Implementing measurement
(with PFA input)

Steps:
• Identify accessible, meaningful measures
• Confirm data collection systems/processes
• Confirm reporting systems/processes
Data collection sources include...

- Patient experience and/or PFAC director
- Stories (patients, families, clinicians, PFAs)
- Surveys, including
  - Satisfaction surveys of staff, PFAs
  - Patients (e.g., HCAHPS open-ended questions)
  - Self-assessments
**Self Assessments**

- **Family Voices**

- **Institute for Family Centered Care. Strategies for leadership. Patient and Family Centered Care. A Hospital Self Assessment Inventory.**

- **IHI. Patient- and Family-Centered Care Organizational Self-Assessment Tool.**
  - [http://www.ihi.org/IHI/Topics/PatientCenteredCare/PatientCenteredCareGeneral/EmergingContent/PFCCOrgSelfAssess.htm](http://www.ihi.org/IHI/Topics/PatientCenteredCare/PatientCenteredCareGeneral/EmergingContent/PFCCOrgSelfAssess.htm)

- **American Hospital Association-Mckesson Quest for Quality Prize® Criteria**
  - [http://www.aha.org/aha/content/2008/pdf/2009Q4Qcriteria.pdf](http://www.aha.org/aha/content/2008/pdf/2009Q4Qcriteria.pdf)
Survey: Staff Satisfaction

• General advisor presence
• Committee participation
• Word-of-mouth
• Patient response
Survey: Advisor Satisfaction

• Tracks committee participation
• Assesses PFA perceptions and experience
  • Accepted recommendations
  • Council presentations
• Word-of-mouth
Displaying and sharing data

• **Internally** with *dashboards* to
  – Track performance on key quantitative indicators

• **Externally** with *annual reports* to
  – Put data into context re: PFAC activities, goals
  – Share **robust picture** of both quantitative AND qualitative impact
  – Educate audience about PFACs/PFE
PATIENT AND FAMILY ADVISORS

# of advisors and # of hours contributed by patient and family advisors — dollar value of this time $

# of committees/teams with patient and family advisors
Committee name(s)

# of orientation/education sessions taught or co-taught by patient and family advisors

# of staff/clinicians involved in collaborative endeavors with patient and family advisors

Issues or types of issues addressed/resolved:

Media Coverage:

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PHYSICIAN SURVEY AND RETENTION RATE

The Hospital is committed to partnering with patients and families at all levels of the organization. ___%

Partnering with patients and families and engaging them in care planning and decision-making leads to better clinical outcomes and more efficient use of health care resources. ___%

Involving patient and family advisors as part of improvement teams and in program development is beneficial. ___%

STAFF SURVEY AND RETENTION RATE

The Hospital is committed to partnering with patients and families at all levels of the organization. ___%

Partnering with patients and families and engaging them in care planning and decision-making leads to better clinical outcomes and more efficient use of health care resources. ___%

Involving patient and family advisors as part of improvement teams and in program development is beneficial. ___%

PATIENT/ FAMILY PERCEPTIONS OF CARE (HCAHPS and Press Ganey Custom Questions which are in public domain)

<table>
<thead>
<tr>
<th>Question</th>
<th>%</th>
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<tbody>
<tr>
<td>How often did nurses listen carefully to you?</td>
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<tr>
<td>How often did nurses explain things in a way you could understand?</td>
<td>00%</td>
</tr>
<tr>
<td>How often did doctors listen carefully to you?</td>
<td>00%</td>
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<tr>
<td>How often did doctors explain things in a way you could understand?</td>
<td>00%</td>
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<tr>
<td>Degree to which patient and family were able to participate in decisions about your care. (Press Ganey Custom Question)</td>
<td>00%</td>
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<td>How well staff explained their roles in your care. (Press Ganey Custom Question)</td>
<td>00%</td>
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<tr>
<td>Degree to which the staff involved/supported your family in planning and managing care. (Press Ganey Custom Question)</td>
<td>00%</td>
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<td>Degree to which your choices were respected to have family members/support persons with you during your care. (Press Ganey Custom Question)</td>
<td>00%</td>
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<tr>
<td>Degree to which the staff involved/supported your family in planning and managing care. (Press Ganey Custom Question)</td>
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<td>Patient preferences included in transition planning.</td>
<td>00%</td>
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<td>Patient understands purposes of medications.</td>
<td>00%</td>
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Rates of Harm for:
- Hospital Readmission Rate:
- ED Readmission Rate:

PFNE METRICS

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Discharge Planning Checklist</td>
<td>Yes</td>
<td>No</td>
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<td>Shift huddles and bedside nursing report</td>
<td>Yes</td>
<td>No</td>
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<td>Appointment of an Accountable leader for PFE</td>
<td>Yes</td>
<td>No</td>
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<td>Patient Engagement Committee or PFAs on committees</td>
<td>Yes</td>
<td>No</td>
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<td>One or more patient representatives serving on the hospital Board of Directors</td>
<td>Yes</td>
<td>No</td>
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The Virginia Hospital Patient Experience Dashboard provides information on categorical performance measures as specified by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. This dashboard tool provides analyses in state performance distribution, individual hospital performance, and historical performance trends.

<table>
<thead>
<tr>
<th>Domain Title</th>
<th>Performance Period</th>
<th>Select a View</th>
<th>Highlight Hospital Name</th>
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<td>CASILLON GLEE COMMUNITY HOSPITAL</td>
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<td>RIVERSIDE DOCTORS’ HOSPITAL OF WILLIAMSBURG</td>
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<td>SENTARA LEHIGH HOSPITAL</td>
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<td>SENTARA WILLIAMSBURG REGIONAL MEDICAL CENTER</td>
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<td>NOVANT HEALTH UVA HEALTH HAYMARKET MEDICAL CENT.</td>
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<td>BON SECOURS ST MARYS HOSPITAL</td>
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<td>MARTHA JEFFERSON HOSPITAL</td>
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<td>MEDICAL COLLEGE OF VIRGINIA HOSPITALS</td>
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<td>SENTARA VIRGINIA BEACH GENERAL HOSPITAL</td>
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<td>STAFFORD HOSPITAL, LLC</td>
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<td>SHENANDOAH MEMORIAL HOSPITAL</td>
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<td>SMYTH COUNTY COMMUNITY HOSPITAL</td>
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<td>AUGUSTA HEALTH</td>
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<td>BON SECOURS ST FRANCIS MEDICAL CENTER</td>
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<td>INOVA LOUDOUN HOSPITAL</td>
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Hover icon for information: [Image]

[Image]
Annual Reports

- General Information
- Recruiting
- PFAC Composition
- Accomplishments
- Committee Participation
- Number of Advisors
- Hours
- Programs
- Long Term Goals
Questions?
Comments?
Upcoming Meetings and Virtual Events
Florida’s Dialogue on Dignity

Our Goal:
Communicate the need for having dialogue on end-of-life decisions to **150,000 Floridians** by National Healthcare Decisions Day on April 16, 2018.
To achieve this goal, FHA will be:

- Hosting **Dialogue on Dignity Advocate** training sessions on how to initiate the discussions and community outreach
- Conducting monthly coaching calls and sharing sessions
- Tracking Florida’s success through data collection on the number of events held, and number of Floridians reached
- Highlighting programs across the state

**How are we going to do it?**

150,000
How do I get involved?

• Florida’s Dialogue on Dignity Introductory Webinar
  November 30, 2017 (3:00pm to 3:30pm, ET)

• Florida’s Dialogue on Dignity Community Organizing Event
  December 14, 2017 (9:00am to 3:00pm, ET)
  Harry P. Leu Gardens | Orlando, FL
In-Person Meetings:

- **Dec. 5-6, 2017** – FHA We Have Your Back (WHYB) Annual Worker Safety Educational Conference and Special Post-Conference Session | Westin Lake Mary Orlando North, Lake Mary, FL

- **Dec. 14, 2017** – Florida’s Dialogue on Dignity Community Organizing Event | Leu Gardens, Orlando, FL

- **Jan 9, 2018 (Save the Date!)** – GET UP/Fall Reduction | Memorial Healthcare Conference Center, Hollywood, FL
Virtual Events:

- **Nov. 30** – FHA | Florida’s Dialogue on Dignity Introductory Webinar
- **Dec. 5** – HRET HIIN | PFE Strategic Road Map Virtual Event
- **Dec. 6** – FHA HIIN | TCAB Cohort 1 Wrap-Up and Celebration Webinar
- **Dec. 12** – FHA | Overdose Prevention and Naloxone Training
- **Dec. 13** – FHA HIIN | TCAB Cohort 2 Webinar
- **Dec. 14** – HRET HIIN | Radiation Safety Virtual Event
- **Dec. 14** – FHA We Have Your Back (WHYB) | Worker Safety Webinar: Practical Solutions to Mobilizing the Bariatric Population
- **Dec. 15** – FHA HIIN | PFE Learning Collaborative Webinar: A Year in Review: Looking Back to Plan Ahead
Closing
Let’s get social!

@FLHopsitalAssn
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/PFELC112817](https://www.surveymonkey.com/r/PFELC112817)
- 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)
That's all Folks!