Today’s Agenda

- Welcome & Introductions
- Roadmap Update (Dr. Thomas Workman)
- ReadyTalk Overview
- FHA PFE Learning Collaborative Successes
- Questions
- Closing
FHA PFE Learning Collaborative Faculty

• Allison Sandera
  Project Manager, FHA
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• Sari Siegel, Ph.D., CPHQ
  FHA Consultant, Senior Study Director, Westat
  sarisiegel@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)
Looking Back: Successes
Resources

57 Resources
Posted
Webinars

9 Attendees

260 Attendees
Coaching Calls

29 Coaching Calls
Patient and Family Advisory Council
Progress through Partnership
Progress Through Partnership

- Health First Holmes Regional Medical Center joined the learning collaborative in 2015 and launched our PFAC in November 2016 with a cardiovascular services focus.
- Currently 7 active members with two applications under consideration.

Activities over the past year:
- Patient / family rounds
- Input on new patient care communication board
- Observation and feedback on education / discharge packets
- Participation in webinars and Mission to Care Family Engagement Summit

Key to our successes:
- The support of Executive Leadership and the partnership with clinical leaders
- Learning from others through the learning collaborative
- Bibi Alley and her team at Orlando Health were particularly helpful and inspiring
- Coaching calls with Allison and Sari extremely helpful in providing support, direction, and encouragement. Would strongly recommend using this resource.
Questions?
Florida Data

Metric 1:
Y- 52
N- 44

Metric 2:
Y- 82
N- 14

Metric 3:
Y- 61
N- 35

Metric 4:
Y- 58
N- 38

Metric 5:
Y- 45
N- 51

PFE Metrics Implementation, by Metric
November 2017 Florida Aggregate Data
PFE Metrics Implementation, by Metric
November 2017
Aggregate Data

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

- PFE Metric 1: Preadmission Planning Checklist
- PFE Metric 2: Shift Change Huddles OR Bedside Reporting
- PFE Metric 3: Designated PFE Leader
- PFE Metric 4: PFAC or Representatives on Hospital Committee
- PFE Metric 5: Patient Representative(s) on Board of Directors

Meeting Metric: 53% (n=1090)
No Reported Data: 75% (n=3070)
Not Meeting Metric: 7% (n=236)

Number of hospitals in parenthesis.

* 514 hospitals have no scheduled admissions (exempt) and are thus excluded from the PFE 1 denominator.
Using the Updated PfP Strategic Vision Roadmap for PFE

Strategies to Success

Tom Workman, PFE Contractor in Support of Partnership for Patients
The Goal Today

• Increase familiarity with the PFE Roadmap and changes in the 2\textsuperscript{nd} edition
• Increase knowledge on using the PFE Roadmap to create implementation plans and timelines
• Increase awareness of the tools available to help hospitals implement the 5 PFE Metrics
Why a Roadmap?

• PFE metrics are complex and require multiple strategies and strategic planning
• Hospitals need to understand the intent of the metric to be able to successfully meet it with their unique care environment
• Hospitals need examples and illustrations of implementation
• Hospitals need tools to accomplish implementation
What does the Roadmap provide?

• Definition and core principles of PFE
• The case for PFE as a strategy to improve patient safety
• The intersection of PFE and health equity
• The definition, intent, and benefits of each PFE metric, as well as tips and resources to help meet each metric and hospital success stories
• Description of six strategies to meet the five PFE metrics
What’s new in the 2nd Edition

• More user-friendly for HIINs and hospitals
• Integrated the addendums
• Provide clarifications to the five PFE metrics based on feedback from HIINs and hospitals
• Added data on the impact of PFE on hospital quality and safety measures
• Added success stories of hospitals implementing PFE metrics
The 5 PFE Metrics

**Direct Care**
- Metric 1: Preadmission Planning Checklist
- Metric 2: Bedside Shift Change Huddles OR Bedside Reporting

**Policy & Protocol**
- Metric 3: Designated PFE Leader
- Metric 4: PFAC or Representatives on Hospital Committee

**Governance**
- Metric 5: Patient Representative(s) on Board of Directors
Six Strategies to Promote and Support PFE

- Organizational Partnership
- Patient and Family Preparation
- Clinician, Staff, and Leadership Preparation
- Care, Policy and Process Redesign
- Measurement and Research
- Transparency and Accountability
The Road to Implementing the Five Patient and Family Engagement Metrics

- CREATE PARTNERSHIPS
- ADJUST SYSTEMS
- PREPARE STAFF
- PREPARE PATIENTS
- ACCOUNTABILITY & TRANSPARENCY
- MEASURE OUTCOMES
Using Strategies to Plan Implementation of PFE Metrics

**STRATEGY** → **TACTICS** → **TOOLS**

Use each strategy to identify tactics and find tools.
Example: Implementation Planning PFE Metric 4
(PFAC or Representatives on Hospital Committee)

**STRATEGY**

- Patient and Family Preparation
- Clinician, Staff and Leadership Preparation

**TACTICS**

- Orientation and training for new advisors
- Information sessions about seeking input and working effectively with advisors

**TOOLS**

- Sample advisor orientation manual, PPT from AHRQ’s Guide to PFE
- Clinician / staff PPT training and handouts from AHRQ’s Guide to PFE
Using the Roadmap: Best Practices

• HIIN coaches refer back to the Roadmap when answering questions from hospitals
• HIIN coaches help hospitals create a plan for implementation, including identifying tactics and tools
• Metric implementation using PDSA in individual units of the hospital
• Use of alternatives or options to get to yes while working on fuller intent of the metric
Tools and Resources

• Implementing Individual Metrics
  – Pre-recorded training webinars
  – Individual metric roadmap packets
  – Templates, samples, and guides

• Using PFE to Address Safety Issues
  – Monthly PFE Learning Events

• Key Challenges to PFE by Topic
  – Monthly PFE Learning Events and PFE Affinity Group Meetings

https://www.healthcarecommunities.org/ResourceCenter/PartnershipforPatientsLibrary.aspx
Discussion/Questions

Want to talk more?

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Join our PFE List-serv (email us at PFE@air.org)
Questions?
Comments?
Next Webinar

January 26, 2018
1:00pm to 2:00pm, ET

Registration
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/PFELC121517
• 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!