Patient and Family Engagement (PFE) Series
Virtual Event 1: The Role of Patients and Families in Promoting Quality and Safety
January 24, 2020
IN PURSUIT OF PARTNERSHIP: ENGAGING PATIENTS AND FAMILIES IN HOSPITAL QUALITY AND SAFETY

A Florida Hospital Association (FHA) Patient and Family Engagement (PFE) Series
INTRODUCE YOURSELVES

Please use the CHAT to tell us:

- Name
- Title/Role
- Hospital
- Favorite Animal
Series Faculty

TARA BRISTOL ROUSE, MA, CPHQ, CPXP, BCPA

- Principal, Partnership Health Advisors
- Patient and Family Engagement (PFE) Project Consultant, American Hospital Association (AHA) Center for Health Innovation
- ...
- (And most importantly) Patient Family Partner
AGENDA

• Welcome and Introductions
• Introduction to the FHA Patient and Family Engagement (PFE) Series
• Virtual Event 1 Content: The Role of Patients and Families in Promoting Hospital Quality and Safety
• Discussion and Q&A
• Wrap-Up and Next Steps
IN PURSUIT OF PARTNERSHIP: ENGAGING PATIENTS AND FAMILIES IN HOSPITAL QUALITY AND SAFETY

OUR GOAL
To provide you with the knowledge, tools and resources necessary to effectively and meaningfully engage patients and families in your work to reduce harm and build a culture of safety.

OUR HOPE
FOUR RULES FOR CREATING CHANGE IN THE WORLD

Get Proximate to the Problem

Change the Narrative

Stay Hopeful

Do Things that are Uncomfortable and Inconvenient

Bryan Stevenson, JD, MPP
Social Justice Advocate
FHA PFE SERIES: VIRTUAL EVENTS

Virtual Event 1: The Role of Patients and Families in Promoting Hospital Quality and Safety
Session Objectives:
- Review the national landscape of patient- and family-centered care
- Describe the value of engaging patients and family members in quality initiatives
- Provide examples of patient and family engagement within hospitals

Virtual Event 2: Selecting, Orienting and Engaging Patient and Family Partners
Session Objectives:
- Identify processes and resources for recruiting and selecting patient and family advisors
- Describe best practices for preparing and orienting new patient and family advisors
- Discuss opportunities for patient and family engagement at the organizational level

Virtual Event 3: Training and Supporting Providers for Successful Patient and Family Engagement
Session Objectives:
- Describe suggested curriculum for provider training and support
- Highlight educational tools for provider training and support
- Discuss the role of patients and family members as faculty

Virtual Event 4: Sustaining Meaningful Partnerships
Session Objectives:
- Discuss best practices for maintaining patient and family engagement
- Identify strategies for growing clinical team buy-in
- Highlight the importance of continually monitoring and reporting progress, as well as sharing outcomes
FHA PFE SERIES: LOCALIZED SUPPORT

OFFICE HOURS
FHA PFE SERIES: RESOURCES
FHA PFE SERIES: UNDERSTANDING YOUR NEEDS

PFE Discovery Tool
FHA PFE SERIES: CALENDAR OF EVENTS

January
• Friday, 1/24, 10:30-11:30am ET*
  Virtual Event 1: The Role of Patients and Families in Promoting Hospital Quality and Safety
• Friday, 1/31

February
• Friday, 2/7, 10:30-11:30am ET*
  Office Hours 1
• Friday, 2/14, 10:30-11:30am ET*
  Virtual Event 2: Selecting, Orienting and Engaging Patient and Family Partners
• Friday, 2/21
• Friday, 2/28, 10:30-11:30am ET*
  Office Hours 2

March
• Friday, 3/6, 10:30-11:30am ET*
  Virtual Event 3: Training and Supporting Providers for Successful Patient and Family Engagement
• Friday, 3/13
• Friday, 3/20, 10:30-11:30am ET*
  Office Hours 3
• Friday, 3/27, 10:30-11:30am ET*
  Virtual Event 4: Sustaining Meaningful Partnerships

April
• Friday, 4/3

VIRTUAL EVENT 1: THE ROLE OF PATIENTS AND FAMILIES IN PROMOTING HOSPITAL QUALITY AND SAFETY

January 24, 2020
10:30-11:30am ET
Session Objectives:

• Review the national landscape of patient- and family-centered care
• Describe the value of engaging patients and family members in quality initiatives
• Provide examples of patient and family engagement within hospitals
Hospitals and other health care providers **achieving quality and safety goals** by fully engaging patients and their families, determining what matters most to them in every situation, and **partnering with them** to make improvements to all aspects of care.

WHAT IS PATIENT AND FAMILY ENGAGEMENT?

Health systems co-designing solutions WITH patients and families instead of FOR patients and families.

- Defines patient’s family which may also include a close friend, neighbor, partner, or any other non-blood related confidant
- Involves patients and families at the point of care and beyond
- Recognizes patients and families as experts with critical information for the care team

Partnership for Patients (PfP) Strategic Vision Roadmap for Person and Family Engagement (PFE).
THE BIG TAKEAWAY

To
For
WITH
WAYS TO ENGAGE PATIENTS AND FAMILIES

BUILDING THE BUSINESS CASE

• Creates trusting relationships
• Improves communication and safety outcomes
• Advances patient and family knowledge of disease or diagnosis
• Enriches the patient experience
• Improves provider experience
• Enhances quality of care, can reduce cost, and decrease hospitalizations and ED visits

CMS PARTNERSHIP FOR PATIENTS PFE HOSPITAL METRICS

Point of Care
- Planning checklist for scheduled admissions (Metric 1)
- Shift change huddles / bedside reporting with patients and families (Metric 2)

Policy & Protocol
- PFE leader or function area exists in the hospital (Metric 3)
- PFEC or Representative on hospital committee (Metric 4)

Governance
- Patient and family on hospital governing and/or leadership board (Metric 5)
PFE AND OUTCOMES

- **N** = mean of 98 hospitals
- High PFE performers meet 4 or 5 of the PFE metrics
- Low PFE performers met 3 or less of the PFE metrics

Vizient, 2017 – Used with permission.
PFE AS A STRATEGY

Discovery and Learning
- Learning health system
- Transformational system and process improvements

Patient and Family Partnerships
- Including the Patient and Family Voice in all we do

Process Design
- Evidence-based best practice
- Clinical decision support/IT
- Focus and simplify
- Tactical improvements (e.g., Bundles)

Reliability Culture
- Core values and vertical integration
- Hire for fit
- Behavior expectation for all
- Fair and just culture
- Leadership absolutes

Transparency
- CANDOR
- WWTK

Human Factors Integration
- Intuitive design
- Impossible to do the wrong thing, obvious to do the right thing
- Simulation/Innovation

MedStar Health – 2019; Used with permission.
https://www.medstariqs.org
ACTIVATION TRINITY
JEAN-PAUL AND GABBY
PARTNERING TO SAVE LIVES
“You can’t break down silos, but you can connect them”

– Christiaan Lustig, Brayton House
STRAATEGIES TO PROMOTE, IMPLEMENT, AND SUSTAIN PATIENT AND FAMILY ENGAGEMENT

Organizational Partnership
Patient and Family Preparation
Clinician, Staff, and Leadership Preparation
Care, Policy, and Process Redesign
Measurement and Research
Transparency and Accountability

Questions? Comments? Reflections?
NEXT STEPS

• Connect with your team and register for upcoming events
• Look for the FHA PFE Series Newsletter in your mailbox on Friday, January 31st
• Complete the PFE Discovery Tool using the link in the newsletter by Friday, February 7th
• Join us for Office Hours on Friday, February 7th, 10:30am-11:30am ET
I am grateful
RESOURCES


Tara Bristol Rouse
Principal

t 919.672.7123
e tara@partnershiphealthadvisors.com
The Workforce Resilience Webinar Series is a 12-month series will be led by well-known health care workforce resilience expert Bryan Sexton, PhD, Associate Professor and Director of the Duke Center for Healthcare Safety & Quality at Duke University Health System. The program will provide evidence-based burnout solutions, including skills and tools, to enhance caregiver resilience. The program is offered FREE of charge to FHA members thanks to the generous sponsorship of the Memorial Healthcare System.

Information and registration are available at www.fha.org/education. For questions or assistance, contact the FHA Education Department at education@FHA.org.
FHA Quality Support Team

Contact Us: HiIN@fha.org | Phone: 407-841-6230

- **Kim Streit**, FACHE, MBA, MHS
  Senior Vice President

- **Phyllis Byles**, RN, BSN, MHSM, BC-NEA
  Clinical Performance Improvement Advisor

- **Cheryl D. Love**, RN, BSN, BS-HCA, MBA, LHRM, CPHRM
  Director of Quality and Patient Safety

- **Debbie Hegarty**
  Manager of Surveys & Special Projects / Data Support

- **Luanne MacNeill**
  Quality Initiatives Coordinator