Patient and Family Engagement in PfP HEN 2.0

Friday, November 20, 2015
Welcome

• Martin (Marty) J. Hatlie, JD, Founder and CEO, Project Patient Care
• Member, Board of Directors, Consumers Advancing Patient Safety (CAPS)
Learning Objectives

• Participants will understand the CMS emphasis on Person and Family Engagement in HEN 2.0 and across other CMS CMMI efforts.

• Participants will understand the HEN 2.0 plans and how Person Advocates will be contributing to Quality and Safety discussions.

• Participants will leave in action knowing how a HEN may approach PFE Metrics and how Person Advocates may support HEN efforts.
Individuals and families are partners in defining, designing, and assessing the care practices and systems that serve them to assure services provided are respectful of and responsive to individual patient preferences, needs, and values. This collaborative engagement allows individual values to guide all clinical decisions and drives genuine transformation in attitudes, behavior, and practice.
PFE Contractor

- AIR, Inc. (American Institutes for Research)
- Tom Workman, PhD
- Principal Communication Researcher and Evaluator
Increasing PFE in Hospitals

• The PFE Contractor in Support of PfP 2.0
  – A Strategic Vision & Roadmap for PFE
  – Tailored technical assistance to each Hospital Engagement Network (HEN)
  – Learning events on health equity, implementation of PFE metrics, and sustainability
  – A public Dashboard of PFE Activities reporting all 2.0 PfP hospitals
The Strategic Vision Roadmap

• Definitions and core principals of PFE
• The connection between PFE and health equity – PFE that reflects the diversity of the community
• Six strategies for successful implementation of PFE activities
• Additional tactics for promoting and supporting PFE
### Measuring PFE Activity

**Point of Care**
- **PFE 1**: Planning Checklist w Patient & Family
- **PFE 2**: Shift Change Huddles/Bedside Reporting

**Policy, Protocol**
- **PFE 3**: PFE Proactive Responsibility
- **PFE 4**: Active PFE Committee Or Advocate

**Governance**
- **PFE 5**: Patient Representative On Board
The Critical Role of Patient Advocates

• A PFAC for the PFEC!
• Need local advocates who can lead the way in helping persons and families take full advantage of PFE opportunities.
• Need local advocates who keep pushing for patient and family engagement at their hospitals.
• Success stories work better than protests!
Institute for Patient- and Family-Centered Care

Kelly Parent, Program Specialist for Patient and Family Partnership
Patient and Family Advisory Councils

Kelly Parent

IPFCC Program Specialist Patient and Family Partnerships

UMHS PFCC Program Specialist for Quality and Safety
Recognizing a Culture of Safety: High Reliability Organizations (HRO)

▼ Open to questions

▼ Value the team voice – including the patient and family as part of the team

▼ Empowered to look for mistakes and stop the line

▼ Willing to share mistakes so improvements can be made

▼ Willing to repeat back information

▼ No blame
Assessing HRO by Patient/Person & Family Engagement in Safety Efforts

- Does staff respect the fact that patient/family often know more than anyone in the room?
- How well do we achieve what matters most to patient/family?
- Are we engaging patient/family in gap analyses across the continuum?
- Are patient/family reporting misses and near misses? Are we listening?
- Are we engaging patient/family in debrief when something goes wrong?
AHRQ: Achieving High Quality and Safe Care

“What Matters?”
Striking a Balance

Advisors attend Hospital Committee Meetings

Hospital Leaders attend PFAC
What is the Purpose of a Patient and Family Advisory Council (PFAC)?

- To serve as a formal process for health care institutions to capture the voice, view and experience of patients and families and to partner in creating and delivering the highest quality and safest care possible.

- To provide a safe venue for patient and family input in a setting where they are receiving care.
What are the goals of PFACs?

- To promote improved communication and relationships between institutions and the people and communities served
- To serve as an advisory resource to staff, faculty and administration contributing to *relevant* improvements in:
  - Policy and program development
  - Clinical care and services
  - Facility design and amenities
  - Education curricula
  - Research agendas
- To honor each other’s expertise and share in decision-making
PFAC Accomplishments

- UMHS – Welcome Guide/Upon Death of Child
- Johns Hopkins – oncology urgent care
- Stanford – Cancer Center design
- UMHS – design, operations, activation and move day
- UMHS: FIRST
- Oregon: RCA
- CHOP - PCORI
- UMHS – Med School curriculum
What PFACs are NOT

▼ Place to air personal grievances
▼ Complaint sessions
▼ Advocacy groups
▼ Support groups
▼ “Drop in optional”
Traits of Successful PFAC Members

- Respectful
- Active Listener
- Flexible
- Open-minded
- Thoughtful
- Solution-oriented
- Broad Perspective
- Sense of Humor
- Relevant Experience
Potential Roles of HEN PFAC

- Develop strategic direction for HEN institutions
- Serve as a resource and coach
- Reach out to teams to identify and overcome barriers
- Model partnerships with patients and families
- Hold teams accountable
- Recognize team successes
Resource: IPFCC and PFAC Network

http://pfacnetwork.ipfcc.org/main-summary

www.ipfcc.org
PFCC Partners

• Libby Hoy, Founder and CEO PFCC Partners
Patient Family Advisors in HEN 2.0

An exciting opportunity to co-design safer care at your hospital

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Key Messages

Patients & Families as the most underutilized resource in the health care environment

Inclusive for Improvement

PFE as the VERB to establishing a model of Safety Across the Board
Education & Preparation

Partnership for Patients
Sets the Aims

Hospital Engagement Networks
Provide resources shared learning & data collection

Hospitals
Implements improved safety

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Making Connections

Patient Family Advisory Councils (PFACs) to the hospital lead for HEN 2.0

- Director of Safety
- Director of Quality
- Director of Improvement
- C Suite Administrators

Identify the programs the hospital is pursuing to meet the goals of Partnership for Patients.

- Engage in improvement teams
- Engage soon
- Inform improvement efforts from the authentic perspective of a patient or family member treated at that hospital.

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PFE Strategy for Meeting Pfp Goals

Pfp Goal

Reduce Readmissions

Hospital Project

Redesign Discharge to ensure patients have all they need to successfully manage after leaving the hospital

Patient Family Advisor

Patients provide 360 degree perspective of the Discharge Process

Engages in co design of discharge program

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The HEN Perspective

• Kellie Goodson
• Director, Program Administration
• VHA Center for Applied Healthcare Studies
Implementing Patient/Family Councils

Timeline

1 - 3 months
- Assessment & Planning
  - Get leadership support
  - Form a project team
  - Assess opportunities for patient/family engagement

3 - 6 months
- Building
  - Orient hospital leaders and board
  - Develop goals & metrics
  - Develop charter and covenants
  - Send external & internal applications
  - Interview and select council members

6 - 9 months+
- Action
  - Host inaugural meeting
  - Orient & train council members
  - Conduct monthly meetings
  - Assign council member to quality and safety committees
  - Track ongoing projects, results and outcomes
VHA-UHC HEN PFE Resources

VHA Video Resources – Leadership Support

Building the Case: Hospital Leaders Reflect on the Value of Councils (5:34)
https://www.youtube.com/watch?v=_aAqizv8IRE

Patients and Family Members Share Their Stories: Why Councils Are So Important (6:25)
https://www.youtube.com/watch?v=yXOIA3BppSk

VHA Video Resources – Councils in Action

Councils in Action - Providence Regional Medical Center Everett (9:59)
https://www.youtube.com/watch?v=1oKPrqcyYrc

Councils in Action - MedStar Montgomery Medical Center (9:32)
https://www.youtube.com/watch?v=f2MSr0wXGJo

https://www.youtube.com/user/vhatv
MCMH Council’s recommendations for reducing patient falls were quickly implemented.

“Forming a council was one of the best things for our hospital, but we did it with a plan and a purpose. If we didn’t have VHA’s HEN to support us, if we didn’t have the charter, we would have had a very aimless council. But, because we had the structure and the guidance in place, we succeeded.”

- Stacie Brown, MCMH Director, Staff Education, Customer and Volunteer Services
Discussion and Closing

• How can Patient Advocates support HEN level and HEN member Hospital PFE efforts?

• What in action steps can you take to be involved?

• What support do you need to achieve involvement?
Thank you!

• Final CAPS Webinar for 2015:
  – IOM Diagnostic Medicine Report – December 2015 – Date To Be Announced

• Plans for 2016
  – CAPS will support Partnership for Patients Pacing Events and PFE Affinity Group and Health Equity Affinity Group Events. Check the CAPS web site for dates and registration information.
    – www.patientsafety.org