

Patient & Family Voice in Hospital Care

ADVENTHEALTH OTTAWA

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1973

Adventist
Health System
established

1931

AdventHealth
Ottawa
established

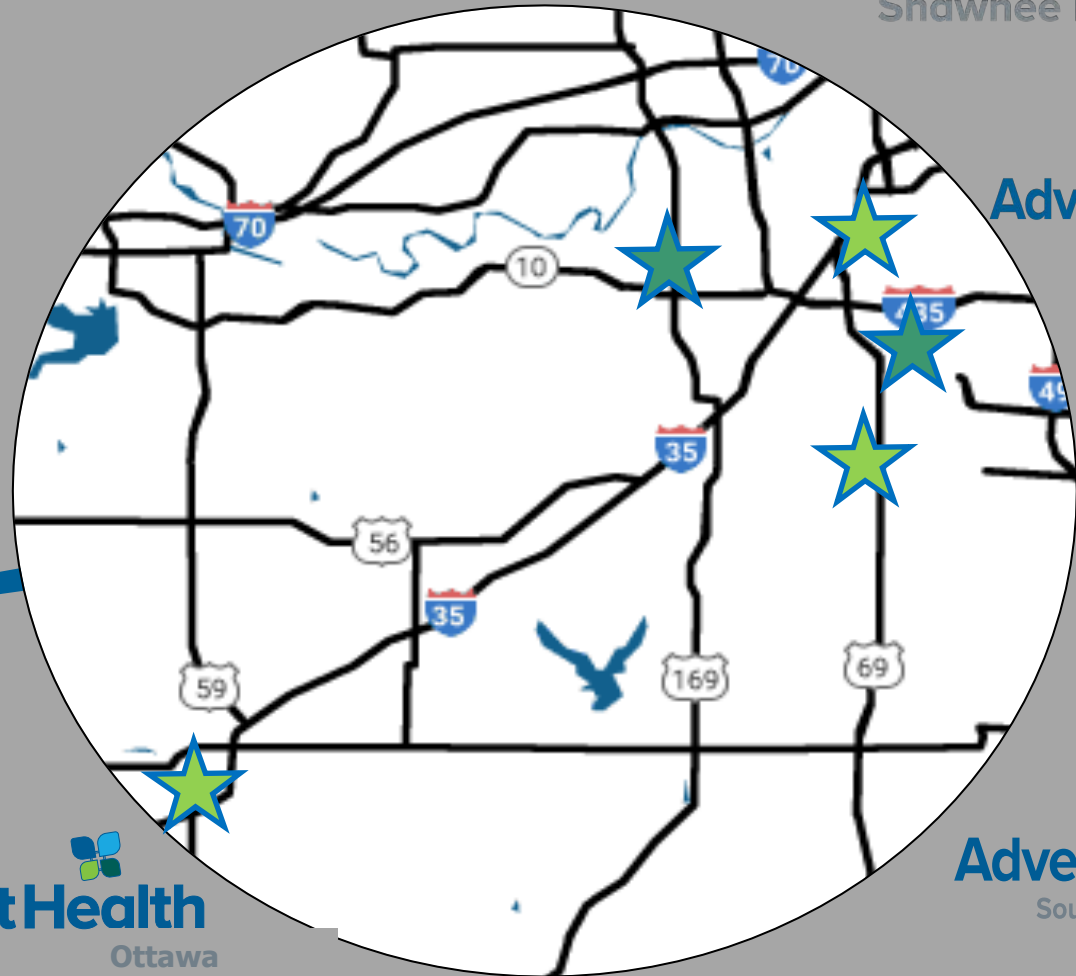
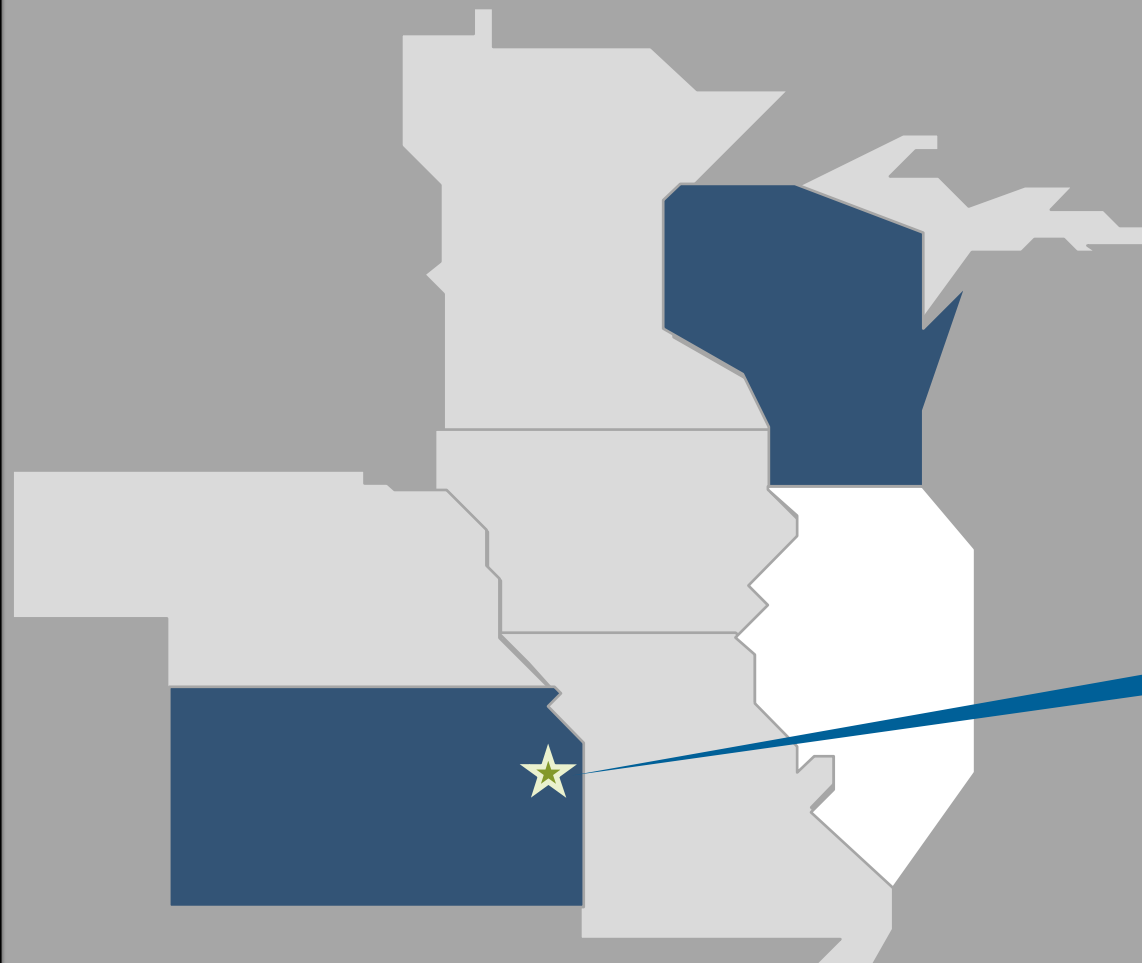
48

Hospitals

5M+

Patients
served
annually

Kansas City Market




Advent Health
Lenexa


Advent Health
Shawnee Mission


Advent Health
Shawnee Mission


Advent Health
Ottawa


Advent Health
South Overland Park

 **Hospital Campus**  **Outpatient Campus**



Located

Franklin County, 45 minutes
southwest of KC

Serving

26,000 Franklin County

44 Beds

Med/Surg, ICU & FBP

12,800

Emergency Visits

180

Babies Delivered

99,000

Outpatient Visits

Trauma

Level IV Designation

Accredited

Joint Commission
Sleep Medicine
Cardiac Rehabilitation

2017 & 2018 Press Ganey Guardian of Excellence AwardSM winner. RMH achieved this 95th percentile for each reporting period for the award year for Quality.



**RANKED TOP 20
RURAL HOSPITAL**
by the National Rural Health Association



**NAMED TOP 100
COMMUNITY HOSPITAL**
by iVantage Health Analytics



**KANSAS TRAUMA
CENTER DESIGNATION**
Level IV



**WOMEN'S CHOICE
EMERGENCY CARE**
The Voice of Women



**HIGH 5 FOR MOM & BABY
RECOGNIZED HOSPITAL**
High 5 Kansas



**GRADE A HOSPITAL
SAFETY SCORE**
Leapfrog





Patient & Family Voice

- **The journey** to incorporate the patient & family voice started in 2016
 - Drivers: Health Innovation Improvement Network (HIIN) and BCBS Quality Measures
- **First Steps**
 - Gain support at the Board and Leadership level
 - Assigned Administrative Representative (CNO)
 - Assigned a Leader to coordinate (Quality & Patient Safety Director)
- **Goal**
 - Patient or family member serves on the council to give their perspective to collaborate to achieve higher quality care and patient safety within the hospital.
 - Another focus was to improve the overall patient experience

Share the vision: Benefits of PFAC's



- Leadership should share the vision on how PFAC improves patient safety:
 - fosters cooperation
 - motivates staff to improve patient experience
 - equips patients & families to educate others
 - encourages participation in care
 - provides a venue to have opinions heard and valued.

Definitions:

Patient Family Advisor

PFA

Patient or family member who agrees to serve on a PFAC or other hospital committee.



Patient Family Engagement (PFE)

Patients & families working in active partnership at various levels across the healthcare system.

Patient and Family Centered Care

PFCC

Is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients and families.



STAFF AND PFA ROLES

Patient Family Advisor

Patient or family member who is the voice for all patients.

Active participant

Represent several not just their own opinion



Facilitator

Coordinator of the group

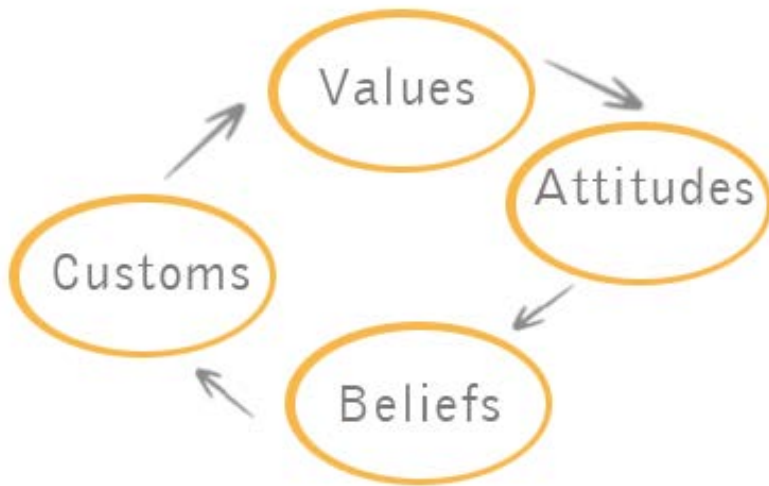
Good Listener

Content Neutral

Collaborate & achieve synergy



Evaluation of the Culture is Important for Acceptance



Healthcare Culture today is changing:

In the past, patients were told what to do to improve their health.

Today, patients are more engaged, have more information from the internet, are more educated, and want to be informed and involved in their healthcare decisions.

Steering Committee

- Complete interviews
- Establish meeting day and time from the feedback
- Establish initial agenda items
 - Diversity



PFCC and PFAs

Step 2:
Preparing

Step 3:
Structure

Step 4:
Recruiting

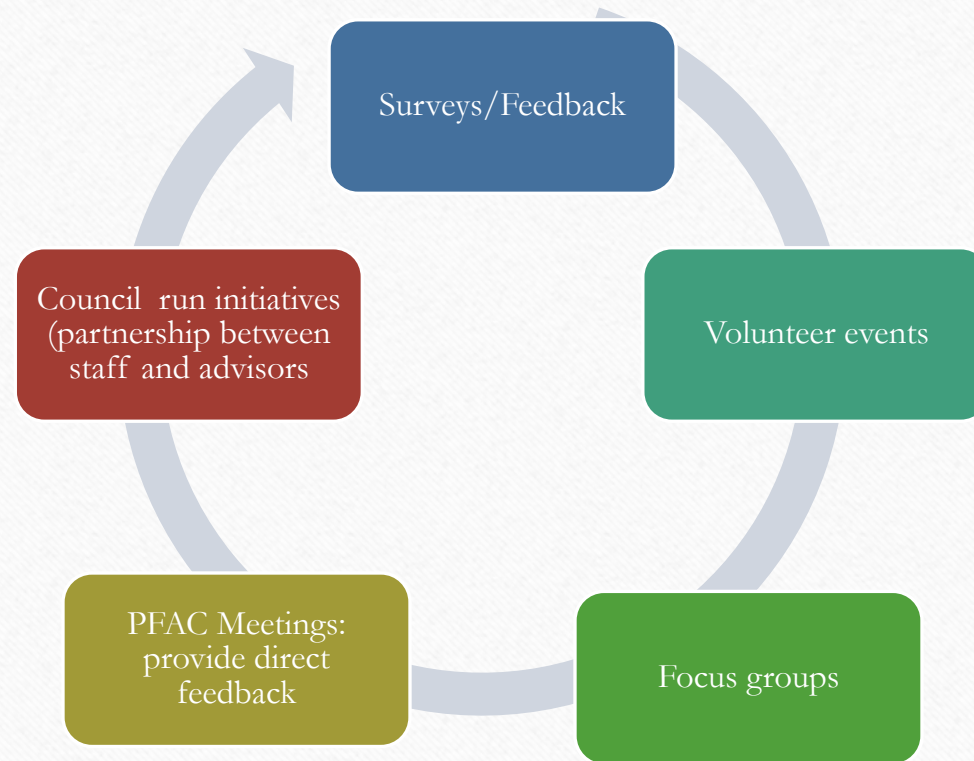
Step 5:
Training

Step 6:
Launching and
running

Step 7:
Sustaining

7 Steps to Sustainability

Traditional Avenues of Feedback to Maturation of PFAC



First Steps for Implementing a PFAC

Decide on Marketing:

- Recommendations
- Advertisement
- Market Internally and/or Externally

Selection of the members:

- Interview the candidates
- Hand pick the committee members
- Use current volunteers



Facilitator Responsibilities

Agenda

- Welcome your members
- Have them share their story
- Provide education on their roles
- Connect the work of the PFAC to the goals which should be aligned with the strategic goals

Connect the action items with activity being done

- Share the agenda ahead of time
- Ground rules
- Lead the team in exercises to establish goals
- Share the success with the organization and externally

Team Member Responsibilities

PFA

- Share your story in a 2-3 min. timeframe
- Provide information being heard within the community or hospital
- Volunteer/Fully participate
- Elect a PFA to Co-Lead the group

Group: Establish a Charter

- Mission/Vision/Values
- Terms
- Ground rules
- Goals
- Evaluation

Patient and Family Advisory Council



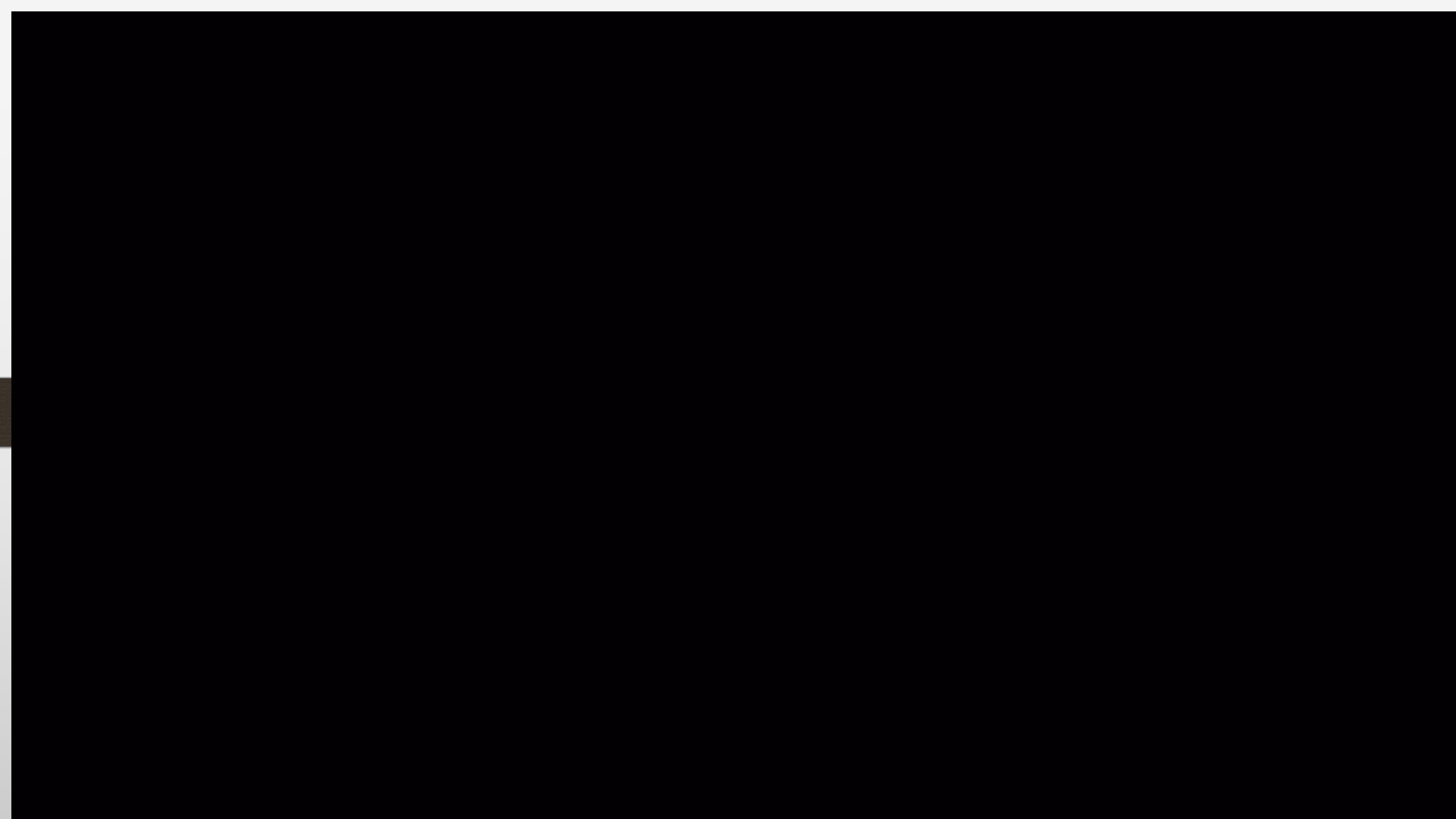
PFA ROLE

- Through their unique perspectives, they give input on issues that impact care, ensuring that the next patient or family member's journey is easier.



Provide Projects for the Team

- Registration Form/Preadmission information
- Medication and History form
- Nurses Day Participation
- Invite Department leaders to share information about their areas with PFA's
- Admission Guest Guide
- Hospital tours/signage
- Rounding with specific questions
 - Incorporated the Readmission Fishbowl work
 - PFA's provided individualized thank you notes to the patients they visited



Other Involvement:

Developed a PFAC logo and seal. Group picture near the Board members.

Community Newspaper Article on the PFAC and its functionings

Internal Newsletter

Invite PFA's to participate in other committees

Quality Committee

Patient Safety Committee

Board Report at least annually

Include the PFA

Consider PFA as a Board Member

Customer Service Director Leadership

- Continued Rounding
- Started observations from the waiting areas
- Assisted with patient satisfaction surveys
- Phone calls to elicit phone etiquette
- Joint Commission Observations
- PFA's attended staff meetings to explain about PFAC & how they could assist the staff.
- Provide the PFA's information re: the hospital journey on collaboration with AdventHealth and other vital information
- Had PFA's participate in the Adult and Children's Health Fair
- Created business cards for the PFA's to use in the community
- Update the pre-admission checklist
- Assist nursing staff with bedside shift report

An Effective Patient/Family Advisor


Qualities

- Has personal experience
- Possesses soft skills-people skills
- Active listening
- Clear, tactful communication
- Will speak in front of groups

Experiences

- Represents the population being served
- Has processed grief or loss
- Can generalize experience
- Shows concerns for more than one issue
- Has time to volunteer

What is my Role?



PFA's: Feedback on projects,
initiatives, experiences,
philosophies

Facilitator/Staff Advisors: Guidance on
topics, approaches that have impact,
organizational information sharing

PFAC
Recommended Structure

Patients and family
members (80%)

Staff (20%)

Visitors

Standard Structure:

Patient and family members-80%

Hospital staff-20%

Meetings include:

Special topics/programs

Council business

Council Charter outlines:

Time/frequency and length of meetings

Average: monthly, 1-2 hour meetings

8-12 members typically

Population should mirror community served

EFFECTIVE ADVISOR COMMUNICATION



THUMBS UP

- Make observations: “I saw trash on the floor”
- Make request: “Would it be possible to?”
- Engage in open dialogue: “Have you tried...?”
- Show empathy: “I’m sure you’ve thought about this but...”
- Show appreciation for challenges

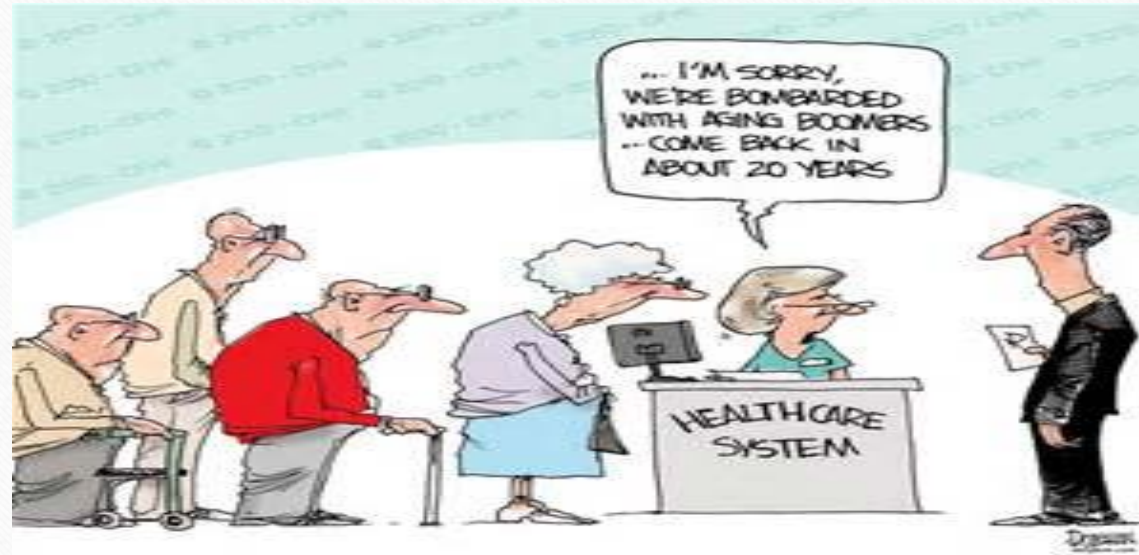


THUMBS DOWN

- Make evaluations: “Your hospital is dirty.”
- Argue for change: “you should.....”
- Make demands
- Make judgements: “Dr’s don’t care”
- Wear the expert hat
- Become impatient with lack of change

Challenges for PFA's

- What would you identify as the greatest challenge for patients/families providing feedback in a healthcare environment?



Step 6

Running

Running

- Evolution of PFA engagement
 - PFAC's at the table
 - Task Groups/Speaking within the organization
 - Staff orientation
 - Peer Rounding-"Secret shopper"
 - Interviewing staff/leaders
 - PFAC's in Root Cause Analyses and at the board level
- Recognition
 - End of Year Celebration
 - Continuing Education

Step 7

Sustainment

In It For The Long Haul!!

- Mission & Charter
- Division of labor
- Measuring and reporting
- PFAC planning and report out activity
- PFAC collaborative goals
- Co-chairs of PFA and Staff leader
- Annual report

This will take time!

What Is a PFAC?

Oh, It's a Resource!

Effective PFAC's become an irreplaceable resource to the organization—providers, staff and leaders rely on the PFAC for insight and guidance.

Poorly planned PFAC's can feel like “one more thing to do” and are often unsustainable.

The difference is the 7 Steps!

Patient and Family Advisory Council





THANK YOU

ANY
QUESTIONS????