

South Central HIINergy Partners

Six states partnering for quality and patient safety
through the Hospital Improvement Innovation Network

Engagement – Courting Patients and Families

May 24, 2017



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Webinar features

- We encourage everyone to dial in on the phone line to engage in verbal collaboration with others on the call:

Participant Dial In & Passcode: Dial In 1-800-398-8616

Passcode: HIIN

- Use the chat box to give your input or to ask a question
- Download slides from the box below titled “Files”. Highlight the file and then click download.

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Purpose

South Central HIINergy Partners is a group of six geographically proximal state hospital associations (SHA) that have partnered together to create synergy and an enriched virtual learning experience for participating HIIN hospitals as we work together with shared aims in achieving a 20% reduction in all-cause harms and a 12% reduction in all-cause readmissions.



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Bi-monthly regional webinars hosted by a different state each month

Hear from hospital peers in nearby states.

Cynosure Health improvement advisors will join us.

Kansas • Oklahoma • Texas
 Missouri • Arkansas • Louisiana

Host State	Webinar Date	Topic
AR	Jan. 25	Getting Started in HIIN Recording available!
OK	March 22	UP Campaign
LA	May 24	Patient and Family Engagement
TX	August 2	Transforming Care at the Bedside
KS	Sept. 27	Diversity
MO	Nov. 15	Sepsis



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Creating HIINergy together!

State	Number of Hospitals in HIIN
Arkansas	56
Kansas	117
Louisiana	99
Missouri	73
Oklahoma	47
Texas	133
TOTAL	525

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Welcome and opening remarks

- Agenda
- Introductions
- Announcements



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South Central HIINergy Partners Agenda

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- Welcome and overview
- Why I'm HIIN
- Engagement - Courting Patients and Families
 - Overview of PFE
 - Hospital Story
- Discussion and next steps
- Upcoming events and opportunities
- Contact Us

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Introductions

	Michelle Smith Project Director Louisiana Hospital Association Research and Education Foundation
	Betsy Lee, MSPH, RN Improvement Advisor Cynosure Health

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Let's hear
from you

We are glad you have joined us.
Which is your state?

- Arkansas
- Kansas
- Louisiana
- Missouri
- Oklahoma
- Texas



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**A Recap: “Up Campaign”
What you told us was helpful.....**

Getting patients up and moving quicker
Walk-In/Walk-Out

Using pet therapy to assist with ambulation
Importance of mobility

Collaborative mobility program for early geriatric mobility

**Restructuring physician orders regarding deleting bedrest/ad-lib
mobility orders**

Learning the different team members we can use to get our
patients up & walking

Love the ideas and sayings
Why I’m HIIN Story

Creative ideas about how to motivate patients towards mobility
Hospital story

Knowing the representatives from the other States

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**Let’s hear
from you**

**One new action I took after
participating in “UP Your Game
with HIIN!”
(Check all that apply)**

- Shared the UP Campaign information with others (team/senior leadership/front line staff)
- Used the white board to set/share ambulation goals
- Posted the quote: “Walk In, Walk During, Walk Out”
- Formed a walking team
- Talked to staff about SOAP UP
- Engaged Staff/PT/families to assist with early ambulation
- Worked with other health care providers (such as SNF) on mobility planning
- Other (chat in what you did!)


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#WhyImHIIN



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1948 - 2007




1943 - 2010

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**Polling
Question**

**Let's hear
from you!**



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**What is the status of PFE in your organization?
(Check all that apply)**

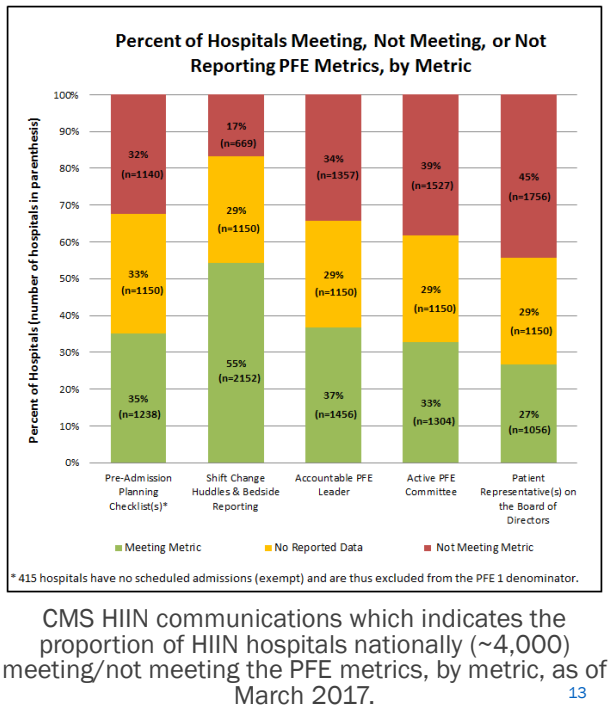
- Have a Patient and Family Advisory/Advocacy Committee/Board
- Have a Patient/Family Advisory Council
- Use Patient and Family Advisors
- Just starting
- No plans
- Other (please chat in)

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Patient and Family Engagement Metrics



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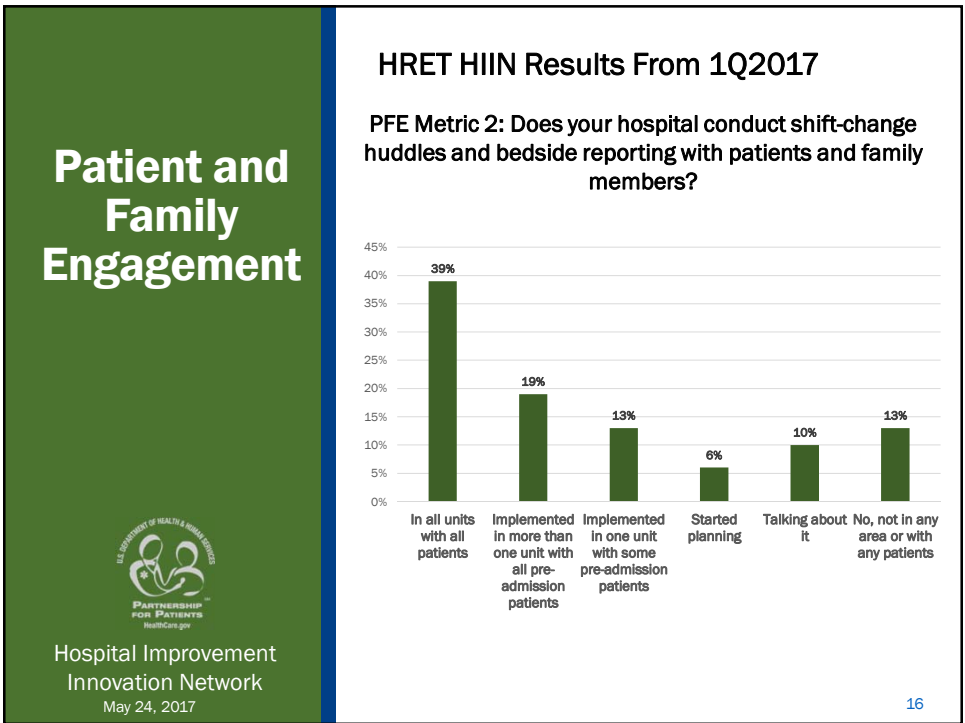
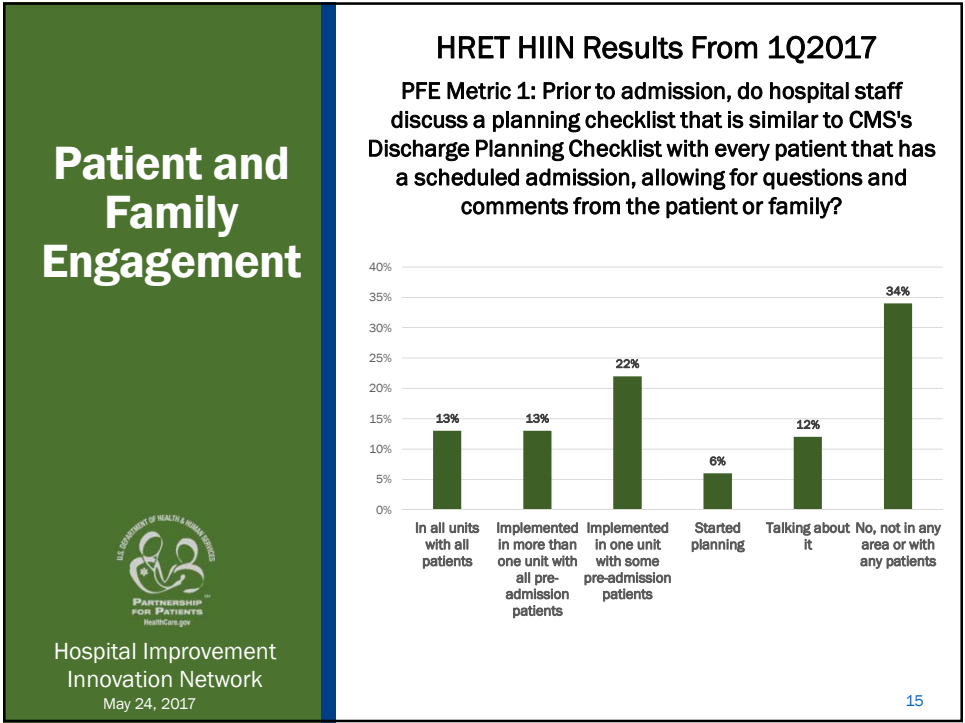
HRET HIIN Person and Family Engagement (PFE) Metrics

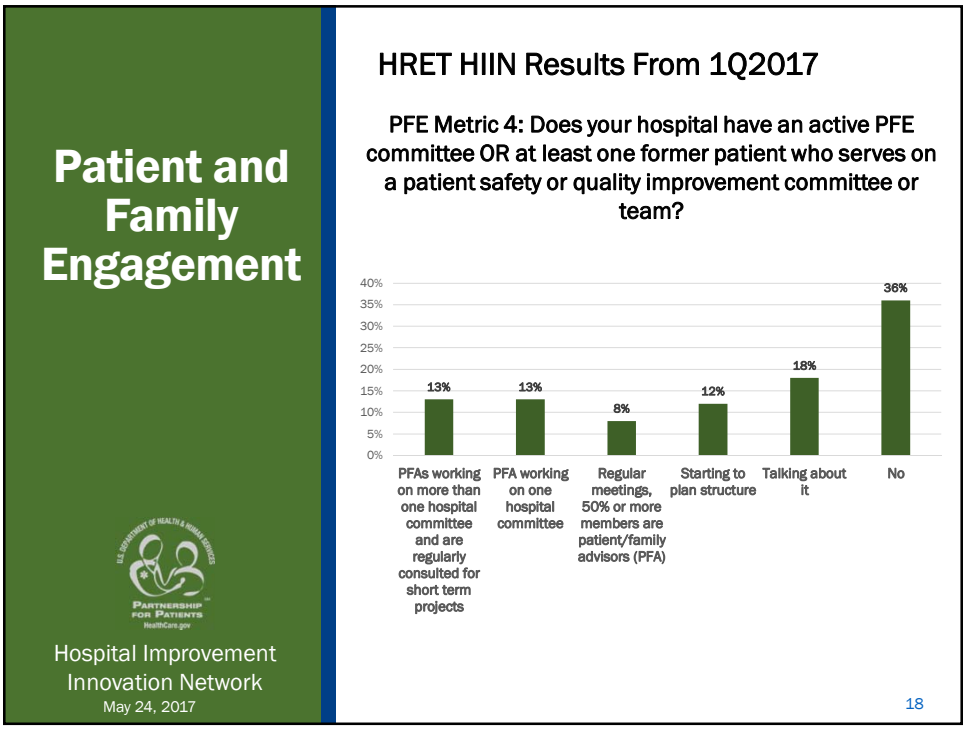
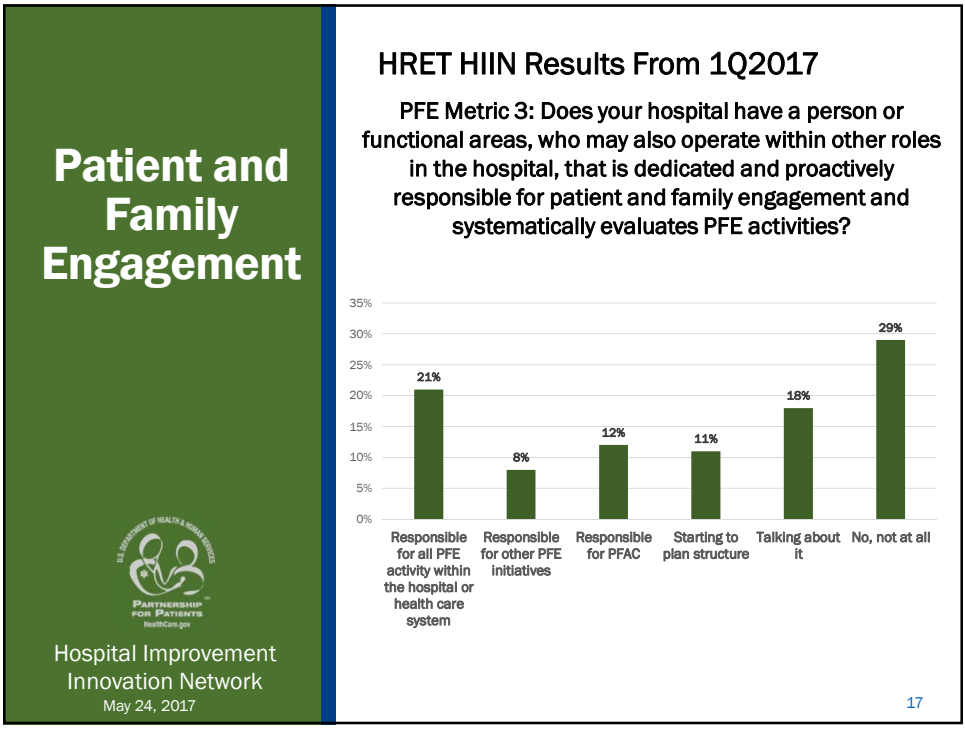


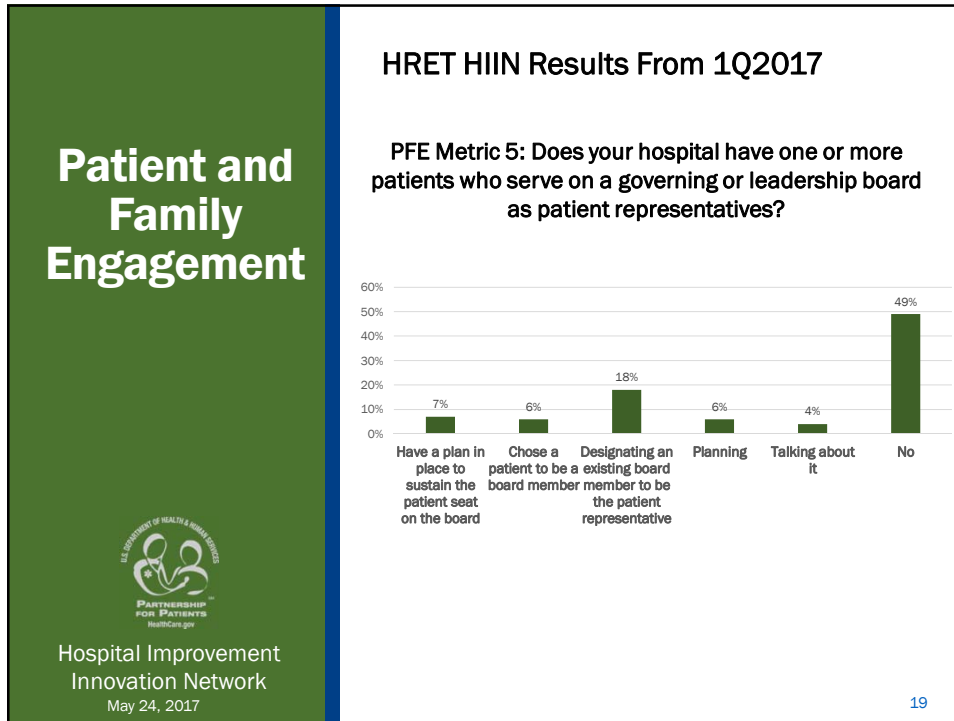
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- HRET HIIN refined response categories for key PFE metrics;
- HIIN will continue to collect the PFE data using the same response categories - presents a more detailed picture of where hospitals are in their PFE journey;
- Reassess: 2nd Quarter 2017 status (as of June 30) - due July 1-July 28 2017.


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Patient and Family Engagement



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CMS Definition

“Patients and families are partners in defining, designing, participating in and assessing the care practices and systems that serve them to assure they are respectful of and responsive to individual patient preferences, needs, and values. This collaborative engagement allows patient values to guide all clinical decisions and drives genuine transformation in attitudes, behavior, and practice.”

CME PFE Values

- Person Centered
- Health Literacy
- Accountability
- Respect
- Strengthen National Quality Strategy (Affordable Care, Healthier People & Communities & Better Care)

CMS PFE Foundational Principles

- Promote Informed Decision Making
- Share Preferences and Values
- Co-Create Goals
- Promote PFE Best Practices
- Encourage Engagement & Self Management

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Patient and Family Engagement




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CMS PFE Goals

- Make care safer by reducing harm
- Strengthen PFE as partners in care
- Promote efficient communication & coordination of care
- Promote effective prevention & treatment of chronic disease
- Work with Communities to promote best practices of healthy living
- Make care affordable

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Patient and Family Engagement




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Abbreviations

- **PFAC:** Patient and Family Advisory/ Advocacy Council
- **PFAB:** Patient and Family Advisory Board
- **PAC:** Patient Advisory Council
- **FAC:** Family Advisory Council
- **PFA:** Patient/Family Advisor
- **PFE:** Patient and Family Engagement
- **PFCC:** Patient- and Family-Centered Care

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Patient and Family Engagement




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7 Steps to Implementation

- Step 1: PFCC and PFACs**
 - Raising awareness of the "why"
- Step 2: Preparing**
 - Leadership buy in and planning
- Step 3: Structure**
 - Key decisions about PFAC approach and logistics
- Step 4: Recruiting**
 - Clear goals for PFA selection including Diversity First
- Step 5: Training**
 - Comprehensive for PFAs and staff
- Step 6: Launching and running**
 - Gathering of agenda items and good facilitation
- Step 7: Sustaining**
 - In it for the long haul!

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Patient and Family Engagement



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Louisiana Plan

Two, 10-month Cohorts (2017 and 2018)

PFE Needs Assessment (Determines Track)

Two Tracks, Per Cohort

- Track 1 – Foundational (no PFAC)
- Track 2 – Advanced (established PFAC)

Educational offerings

- Virtual (Webinars and Videos)
- Toolkits and Resources
- In-person Workshops
- Coaching Calls/Office hours
- Site Visits

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Patient and Family Advisory Council



Donna Carter RN,
Chief Nursing Officer
Minden Medical Center

Minden Medical Center's Journey



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Healthcare Processes

The Healthcare system usually leaves the patient and family members out of Critical Processes:

- **Programs for patients are developed without patient or family input.**
- **Policy and Procedures are developed without patient or family input.**
- **Hospital rounds are conducted without patient or family input.**
- **Schedules and processes are established that meet the healthcare teams needs without input from the patient or family.**
- **Most often we do not really view the patient or family as a member of the team.**

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Minden Medical Center’s Journey

Minden Medical Center’s culture is patient and family friendly.

For decades we have engaged the patient and family through:

- **Patient Representative rounds on patients and family members**
- **Managers round on patients and family members**
- **The Executive Team rounds and supports the frontline staff to meet the needs of the patients and family members**
- **Proactively address patient and family member’s complaints**

Minden Medical Center’s Patient Representative is very well known among our patients and family members who have her contact information.

Minden Medical Center also places a huge focus on Customer Service and Patient Satisfaction as evidenced by our HCAHPS scores, outpatient scores and ED scores.

Minden Medical Center’s efforts have been very successful through the years; our Overall Patient Satisfaction scores for Inpatient, Outpatient and ED have been at or above the 90th percentile for many years.

Although, we have high overall scores, we have not achieved high scores or achieved a high level of success in developing processes to improve the patient’s opinion of our discharge processes, dietary processes and education on new medications.

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Minden Medical Center’s Journey (cont.)

Minden Medical Center participated in LifePoint Health’s HEN I and HEN II focusing on processes to decrease patient harms.

Since we began the HEN I in 2011 through HEN II that ended 4th quarter of 2016, we decreased our HEN Harms 76%.

We have 4 Certified Professionals in Patient Safety (CPPS).

We are focused on improving patient safety and improving our care using the National Patient Safety Foundation (NPSF) model:

- **Culture**
- **Leadership**
- **Patient Safety Risk & Solutions**
- **Measuring & Improving Performance**
- **Systems Thinking & Design/Human Factors**

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National Patient Safety Foundation’s Focus

NPSF encourages Patient and Family Engagement:

- **Patients and Family Members on HSC Governing Boards - Minden Medical Center has a Patient/Family Member on LifePoint’s Patient Family Advisory Council (PFAC) on 2014.**
- **Patients and Family on Hospital Governing Boards - Minden Medical Center placed a Patient on the Governing Board in 2015.**
- **Patient and Family Advisory Council at the facility level - Minden Medical Center began developing a Patient and Family Advisory Council in 2016.**
- **Our first Patient and Family Advisory Council meeting was in March 2017.**

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Developing a Patient and Family Advisory Council (PFAC)

Select a team to develop the Patient and Family Advisory Council.

The team members are: CEO, CNO, QM/Patient Safety Officer, Patient Satisfaction Champion, Patient Representative, Infection Preventionist, Director of Case Management, and Dietician.

Established the Leader of the PFAC Team: CNO was selected.

Established the goals and objectives for a PFAC.

Performed research on developing a PFAC:

- Agency for Healthcare Research and Quality (AHRQ) – Guide for Developing a Community-Based Patient Safety Advisory Council
- BJC Healthcare – Patient and Family Advisory Council Getting Started Tool Kit
- Institute for Patient and Family Centered Care – Creating Patient and Family Advisory Councils

Defined the size of the PFAC – 8 to 10 members plus the hospital staff.

Identified the targeted population for the PFAC – the population served by the hospital is:

- Low to Middle Socio-Economic Population
- 50% African America and 50% Caucasian
- Children, Young Adults, Middle Age, and Geriatric Population

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Minden Medical Center’s Journey Continues

We are in the Early Stages with our Patient and Family Advisory Council.

- **First meeting conducted and Second meeting scheduled.**
- **First Meeting:**
 - ▶ Elected a Chairperson and Vice-Chairperson
 - ▶ Reviewed the Purpose for the PFAC
 - ▶ Reviewed the HCAHPS scores, ED and Outpatient Satisfaction Scores
 - ▶ Established number of meetings and meeting times
 - ▶ Toured the hospital

One of the most problematic aspects of developing the council is:

- **Identifying patients and family members for the council**
- **Finding patients and family members who are willing to serve on the council**

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Minden Medical Center’s Journey Continues

Our Council’s Composition is:

- **4 Women and 3 Men**
- **5 African American and 2 Caucasian**
- **All are retired and over 65 years of age**
- **The younger adults who were invited to be on the council declined.**

Our goal for the Patient and Family Advisory Council is to help us improve:

- **Discharge Processes**
- **Meals and Food Selection**
- **Communication about New Medications**

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Any Questions?

CONTACT INFORMATION:
DONNA.CARTER@LPNT.NET

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Patient and Family Engagement



Ochsner Medical Center – North Shore
Director of Performance Improvement, Risk Management,
Infection Control, Employee Health, Patient Relations &
Spiritual Care
Julia Lavigne, MSN, RN



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Ochsner Medical Center-North Shore Patient & Family Advisory Board 2011-2017



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***"In the hospital, the patient and
the patient's family come first."***

our founder **Dr. Alton Ochsner**

In April 2010 Ochsner Health Systems acquired Northshore Regional Medical Center, resulting in the challenge of infusing Ochsner's culture into the Slidell community without the feeling of a takeover. Our first PFAB was established in 2011 by CNO, Cheryl Woods, which created a platform for issues directly affecting patients in the community to be vetted through prior to OMC-NS making changes. This allowed patients and their families to reach a comfort level at Ochsner enabling them to more fully participate in the care of the patient resulting in a positive experience.

Cheryl Woods- Chief Nursing Officer

Kimberly Holmes - Outreach Manager

Tiffany Tucker- Patient Advocate



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Recruiting

Your best assets are your patients, community and staff....

- **Patients have a story**
 - ▶ positive experience
 - ▶ teaching moment
- **Business and community leaders**
 - ▶ Corporations
 - ▶ Small business
- **YOUR Staff**
 - ▶ great wealth of knowledge
 - ▶ bridge that connects both sides



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Create a buzz....

Press

Hospital Newsletter

Past advisors

Success stories

Ochsner North Shore **WE WANT YOU!**

Patient and Family Advisory Board Seeks New Members
Ochsner North Shore is now selecting patients and their family members to join our Patient and Family Advisory Board for 2018!

Board's Vision
The Patient and Family Advisory Board seeks to enhance the delivery of healthcare at Ochsner North Shore by providing an opportunity for collaboration between patient, family and the entire staff.
"Do the health, the patient and the patient's family come first!" - Alan Ochsner

To learn more about joining the Patient and Family Advisory Board, contact patient relations department at 988-648-3779 or by emailing kpattersonrelations@ochsner.org

We Serve, Heal, Lead, Educate and Innovate

Ochsner - North Shore develops new Family Advisory Board | NOLA.com Page 1 of 2

Ochsner - North Shore develops new Family Advisory Board

The formation of the newly formed Family Advisory Board is the creation of Ochsner Medical Center - North Shore's commitment to patient and family involvement.

The first step will involve that hospital team in coming together to determine the objectives and goals for the advisory board, and to identify the members of the advisory board.

The advisory board will be composed of patients, family members, and staff members. The board will meet regularly to discuss the hospital's operations and to provide input on the hospital's services.

The board will also be responsible for reviewing the hospital's policies and procedures, and for providing feedback to the hospital's leadership.

The board will be a key part of the hospital's commitment to patient and family involvement, and will help to ensure that the hospital's services are of the highest quality.

The board will be a key part of the hospital's commitment to patient and family involvement, and will help to ensure that the hospital's services are of the highest quality.



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Board Makeup

Are you strategic with your board representation?

- **Patient/Patient family member**

- ▶ Great experience
- ▶ Turning a challenge into a success story
- ▶ Couples- patient and spouse of a patient

- **Community**

- ▶ Leaders – has a voice in the community
- ▶ Small business owner
- ▶ Industry that is affected by healthcare cost



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Board Makeup

- **Staff**

- ▶ Former employees
- ▶ Service lines needing improvement/growth
- ▶ High census
- ▶ Best practice employees

- **Diversity**

- **Past P & F Board Members**

- ▶ Easy transition
- ▶ Want to see a project to the end



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Implementation

Board is driven by the needs of patients & their families

Bylaws and organization

Define mission & purpose

Application/interview process

Frequency is dictated by board members



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Engagement

Are you challenging the board?

- **Set goals and objectives for the year**

Invite members to community events

- **Having members in a branded polo is free advertising**
- **Speaking to others about the successes and recruitment**
- **Advisors are an extension of your organization**



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Engagement: Speakers

Provide educational opportunities inside and outside of the facility.

Have service lines and departments present themselves as speakers

- Quality/Risk/Safety
- Emergency Department
- Education
- Facilities
- Dietary



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Celebrate Your Successes!

Pediatric Ceiling Tiles (2011)

- Allowing patients to paint a ceiling tile for the hospital corridor



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Celebrate Your Successes!

White Boards (2014)

- Made suggestions on aesthetic and wording board members approved the final draft.



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Celebrate Your Successes!

Charging Station (2015)


- Implemented in the surgery waiting area.



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PFAB Issue Tracker

PFAB Issues Trackers	Initial Date Presented/ Suggested	Presentation Type (E = educational, F= feedback, O = Open discussion)	Presenter	Status	Baseline Metrics (from presenter)	Follow up Date	Action(s) Taken	Follow-up Metrics (from presenter)
Prayer Request Card	3/16/16	Open Discussion	N/A	Awaiting final design sample; awaiting feedback from Marie regarding trial period	N/A	1/18/17	5/18/16 – Marie brought draft to board 7/20/16 – Marie added advance directive portion to card 9/20/16 – Card to be utilized by the spiritual care department system wide, board provided suggestions on aesthetics of card	N/A
ED Pedestrian Entrance Sign	5/18/16	Feedback from Lobby Way Finding	N/A		N/A		Sent to facilities director and CNO	
ED Green Space Utilization	5/18/16	Feedback from Lobby Way Finding Activity	N/A		N/A		7/20/16 – brought feedback to the board from CNO regarding smoking challenges that could hinder the utilization of green space	



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Engagement: Courting Patients and Families

- Discussion and Sharing
- Resources
- Next steps



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Discussion and Sharing



Betsy Lee, MSPH, RN
Improvement Advisor
Cynosure Health

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Polling Question

Whether you have a PFAC or just starting the planning process, what ideas did you take from today’s call (check all that apply):

- Re-visit our patient rounding process to consider including patient representatives
- Evaluate our PFAC structure for diversity
- Re-evaluate our PFAC goals to ensure they are challenging and focused on improving patient care
- Expanding PFAC agenda to include hospital service line updates
- Re-evaluate our PFAC topics to incorporate presented topic ideas
- Start celebrating our PFAC successes
- Other

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Resources

<http://www.hret-hiin.org/topics/patient-family-engagement.shtml>

HRET PFE Fellowship Program
<http://www.hret-hiin.org/fellowships/pfefellowship/index.shtml>

HRET PFE ListSERV - <http://www.hret-hiin.org/engage/listserv.shtml>

Patient and Family Engagement Resource Compendium
<http://www.hret-hiin.org/Resources/pfe/16/20160104-PFEcompendium.pdf>

PfP Strategic Vision Roadmap for PFE (2016)
<http://www.hret-hiin.org/Resources/pfe/16/FINALPFEStratVisionRoadmap.pdf>

PFAC Toolkit and Trainer’s Guide (2017)
<http://www.hret-hiin.org/resources/display/pfac-toolkit-and-trainers-guide>

CMS Discharge Planning Checklist
<https://www.medicare.gov/pubs/pdf/11376-discharge-planning-checklist.pdf>

The Institute for Patient- and Family-Centered Care
<http://www.ipfcc.org>

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Upcoming Fellowship Webinars


Patient & Family Engagement PFE	June 7, 2017 11 am- 12 pm	June 16, 2017 11 am-12 pm Coaching Call
QI Fellowship Foundational	June 14, 2017 11am - 12 pm	
Accelerating Change PFE	June 14, 2017 12:30 pm-1:30 pm	

<http://www.hret-hiin.org/fellowships/qifellowship/index.shtml>
http://www.hret-hiin.org/Resources/fellowship/qi_fellowships/17/fellowships-date-and_topics_table.pdf

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Upcoming Events




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Register Online at
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Title	Date	Time	Where to Register
HRET HIIN Readmissions Fishbowl	May 25, 2017	11 am - 12 pm	Register Today
HRET HIIN CDI Virtual Event	June 1, 2017	11 am - 12 pm	Register Today
HRET HIIN ICU/ICU Care: A Team Sport	June 6, 2017	11 am - 12 pm	Register Today

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Upcoming Events



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Register Online at
www.hret-hiin.org/events

Title	Date	Time	Where to Register
HRET HIIN Physicians Inclusion Virtual Event	May 31, 2017	11 am - 12 pm	Register Today

Improving quality and safety in hospitals requires new systems and teamwork. Organizations that activate and engage their physicians often accelerate improvement results. Yet, for many reasons hospitals are challenged to develop broad participation of their medical staff.

Encourage your physicians to join this HRET HIIN virtual event to learn from national experts how successful hospitals promote participation and activate their physicians with their quality and safety agenda. And learn about new national programs that align HIIN interventions with physician practice requirements creating a win-win environment.

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What’s due next?

HRET HIIN Milestones

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Monitoring data:

- all applicable measures
- October 2016 - March 2017

Improvement:

Reduce all-cause harm by 20% and readmissions by 12% by 2018.

** Please continue to submit data monthly!*

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New Resources



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In case you missed it...

Visit topic-specific pages at www.hret-hiin.org

Change Packages:

Updated change packages are now available on the [ADE](#), [Airway Safety](#), [CAUTI](#), [CDI](#), [CLABSI](#), [Culture of Safety](#), [MDRO](#), [HAPU](#), [Undue Radiation Exposure](#), [Readmissions](#), [SSI](#), and [VTE](#) topic-specific pages on the HRET HIIN website.

Each change package includes a menu of strategies, change concepts and specific action items that any hospital can implement based on need or for purposes of improving patient quality of life and care.

Fact Sheets:

[Adverse Drug Events](#)
[Falls with Injury](#)
[Hospital Acquired Pressure Ulcer](#)
[Sepsis](#)
[Worker Safety](#)

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Creating HIINergy together!

Mark your calendars!

Bi-monthly HIINergy webinars will take place on 4th Wednesdays from 10 to 11 a.m. CT.
Links to pre-register for each webinar will be provided by your state lead.

2017 Schedule	Tentative HIIN Topics	State Lead
January 25	Getting Started	Arkansas
March 22	Up Campaign	Oklahoma
May 24	Patient and Family Engagement	Louisiana
August 2	Transforming Care at the Bedside	Texas
September 27	Equity and Diversity	Kansas
November 15	Sepsis	Missouri

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Evaluation

Your feedback is very important to us! Please take 2-3 minutes to evaluate this webinar:

<https://www.surveymonkey.com/r/HiINergy-5-24-17>

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