Patient and Family Centered Care

Patient Safety University

Nothing About Me Without Me
OBJECTIVES

At the conclusion you will be able to:

PART I

♦ Define key principles of Patient and Family Centered Care
♦ Identify why Patient and Family Centered Care is important to us as an organization
♦ Identify what Kaiser Permanente is doing to involve patients and families
♦ Discuss patient involvement with patients

PART II

♦ Describe the Nuts and Bolts of setting up a Patient Advisory Council
PFCC Core Concepts

- Dignity and Respect
- Information Sharing
- Participation
- Collaboration
A Powerful Evolution in Healthcare…

Do it to me.

Do it for me.

Do it with me.

-Martha Hayward, Patient Advocate
Ways To Capture Patient Perspectives

- Surveys
- Focus groups
- Video Storytelling
- Patient councils
- Patients On The Team

Many Patients ➔ Simpler

One Patient ➔ Increased Pt Involvement
Where can Advisory Councils help?

Regional Member Advisory Council

Medical Center Advisory Councils

Medical Office Bldgs, Units, Specific Patient Groups, Service Line

Source: Macrosystem / Mesosystem / Microsystem source: Bojestig, Jonkoping CC Sweden
WHY INVOLVE PATIENTS?

- Bring new perspectives about the experience of care
- Insights on how systems really work
- Provide timely feedback and ideas
- Bring connections with the community
- Offer an opportunity to “give back”
Its Not *Just* The Right Thing To Do...

- ↑ Satisfaction – Patient, Staff and Providers
- ↓ Length of stay, Re-admissions, Medication Errors, Infections, Falls, and Lawsuits!
Focused Advisory Committees

- Spanish Language
- NICU
- Maternal Child
- Teen
- Oncology
- Senior
- HIV
Patients on Committees/Teams

- Unit based teams
- Quality Committee
- Medication Safety Committee
- Staff Nurse Council
- Clinical Strategic Goal Committee
- Patient Experience Committee
- Patient Centered Medical Home Committee
- Infection Prevention Committee
- Diversity Advisory Council
- Permanente Executive Leadership
- Call Center Leadership Team
- Home Health/Hospice Committees
Example of Patient/Member Advisory Council Work

- **Community Outreach** e.g. diabetes management, take back drugs day
- **Working with Leaders** e.g. executive walkarounds, physician orientation and grand rounds
- **Members helping other members**
  - Patient Safety Awareness Week Booth
  - Advance Directives Booth at Farmers’ Market
  - Visiting hours
Examples of Patient Advisory Council Work

- **Members involved in initiatives/programs** e.g. secret shoppers for hand hygiene and clinic registration process improvement

- **Members identify issues that can be improved.**
  - E.g. Safety, Care Experience, Health Literacy Issues, kp.org, pharmacy services

- **Members provide input on communications, initiatives & projects**
  - Development of Breast Cancer Care Center
  - Admissions Booklet
LEADERSHIP

- **Leaders must visibly support**
  - Clearly articulate purpose
  - Communicate at all levels
  - Visibly articulate importance

- **Patient Care Services and Medical Staff must support**
  - Ability to influence way we work
  - Respects the reality of where the work actually must get done
  - Be ready to accept patient input and speaking out
Are you Ready?

♦ Are you comfortable
  - Sharing data with patients?
  - Receiving input from patients/families?
  - Being flexible around changes?
  - Do you perceive having patients provide advice valuable?
  - Have you addressed your underlying fears and concerns?
LEARNINGS

- We don’t know what happens daily in our medical centers
- We don’t know what patients and family members want and need—we don’t see through their eyes
- Patients want to give back, be involved, contribute to success. They are vested.
- Patients can become huge advocates
- Errors don’t erode trust
- Nothing bad has happened by involving patients
Hopes and Concerns

♦ What are your hopes regarding patient involvement?

♦ What are your concerns about getting patients involved?
Homework

1. Identify two or three leaders and find out from them their hopes and concerns related to starting a Patient Advisory Council.

2. Start a list—this is your roadmap with hopes being your goals and concerns being barriers you have to remove to meet the goals.
Where are we?

- Ahead of the wave?
- On it?
- Under it
- At shore watching, hoping this too shall pass?