Engaging Patients and Families to the Forefront of Health Care Operations and Research

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Vision

Reinvent the healthcare industry so that hospitals, healthcare organizations and stakeholders continuously partner with empowered patients and families as a resource in the co-design of programs, policies, and quality improvement activities.
Patient Family Advisor Community

PFCC Infrastructure
- Gateways to PFAC Learning Collaborative
- PFCC Work Plan
- PFASE Facilitator Training

Advisor Support
- PFA Skills Exchange
- Quality Improvement Basics for PFAs
- PFANetwork

HealthInsight HIIN
- OpenNotes
- Patient Priority Care Research Agenda
- MemorialCare Health System
- Sutter Health

Telligen NCC
- California Quality Collaborative

Quality Insights
- UCLA Health
- USC Keck Medical Center
- Mammoth Hospital
- Person Centered Care, HASC
- National Quality Forum (NQF)
- Los Angeles County, Children’s Medical Services
- Geriatric Emergency Department Collaborative
- American College of Physicians (ACP)
- Institute for Healthcare Improvement (IHI)
- American Institute of Research (AIR)
- Coalition for Quality in Geriatric Surgery
- Patient-Centered Outcomes Research Institute (PCORI)
Definitions

Noun
• Person Family Centered Care

Verb
• Patient Family Engagement

Outcome
• Patient Safety
• Patient Experience
• High Quality Care

Reduce Utilization
Minimize Cost
Improved Coordination of Care

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Jeopardy Question

What is the most underutilized resource in the healthcare environment for improvement?
Engaging Patients & Families

Clinical Relationship

Organizational Improvement
Active Strategy for Improvement

Strategic Goal
Reduce Readmissions

Project/Initiative
Comparative Effectiveness Study on two Discharge Programs

Patient Family Advisor
Informs the work from the patient perspective, pointing out challenges and/or gaps specific to that community.
<table>
<thead>
<tr>
<th>Method</th>
<th>Quality of Information</th>
<th>Benefit</th>
<th>Organizational Burden</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Satisfaction Surveys</td>
<td>Somewhat diluted from delayed &amp; diffusion of experience – unilateral</td>
<td>Targeted information</td>
<td>Financial, Dissemination</td>
</tr>
<tr>
<td>Focus Groups</td>
<td>Broader range of information received on a specific topic – bilateral</td>
<td>Insights into patient family experience beyond what we might have assumed</td>
<td>Minimal effort for high return of information</td>
</tr>
<tr>
<td>Patient Family Advisory Councils</td>
<td>Highly informative on a continuous basis, dependant on relationship of trust &amp; relevance to the organization Reciprocal</td>
<td>A resource hard wired into the hospital so that your patients and families continuously inform improvement</td>
<td>Moderate amount of staff time and financial resource required.</td>
</tr>
<tr>
<td>Project Improvement Teams (LEAN, A3, Quality, Safety Cmte)</td>
<td>Highly relevant – Patient Family Advisors continuously inform improvement efforts across the organization Dynamic</td>
<td>360 degree understanding of improvement needs of the organization</td>
<td>Moderate amount of staff time and financial resource</td>
</tr>
</tbody>
</table>
From high level

Broad overview of the framework: core elements of each transformational stage

Delineation of core elements of each transformational stage
To a more detailed implementation plan

Leadership
- Commitment to change
- Leadership vision and behaviors aligned with PFEC
- PFEC as strategic priority

Leverage for Change
- Assessment of current state
- Change champions
- Industry, business, policy and payer incentives for PFEC

Structures
- Shared governance
- Promoting transparency, visibility & inclusion among personnel and patients/families in design, improvement, and research activities
- Interdisciplinary and cross-sector teams
- Cross-continuum collaboration
- PFEC-aligned personnel management practices
- Built environment that facilitates PFEC

Skills and Awareness Building
- Training to expand partnership capabilities of healthcare personnel and patients/families
- Development, sharing, translation of research

Connections
- Connection of skill-building for personnel and patients/families
- Experiential learning
- Connection to purpose

Practices
- Promoting patient and family engagement
- Addressing the emotional, social and spiritual needs of patients/families and personnel
- Engaging patients/families in research activities

Better Engagement
- Patient/family activation
- Increased family presence
- Increased feelings of autonomy
- Reciprocal relationships

Better Decisions
- Improved health confidence
- Improved decision quality

Better Processes
- Improved care coordination
- Culture of safety

Better Experience
- Improved sleep
- Reduced stress
- Improved communication
- Decreased grievances and malpractice claims

Better Culture
- Joy in practice
- Inclusive culture
- Increased compassion
- Improved experience
- Improved staff retention
- Reduced burnout/stress

Better Care
- Care plans match patient goals
- Improved symptom management
- Improved safety
- Improved transitions
- Decreased readmissions
- Reduced disparities

Better Health
- Improved patient-defined outcomes
- Increased patient self-management
- Improved quality of life
- Reduced illness burden

Lower Costs
- Appropriate utilization and length of stay
- Improved efficiency
- Appropriate spending
- Better value for patients and families

NOTE: linear placement of each bucket is not meant to suggest order or hierarchy
NAM Perspectives discussion paper

- Annotated Evidence List directly connected to each component
- Tools for Engagement
- Case Studies for Engagement
### Elements of Impactful Advisor Efforts

<table>
<thead>
<tr>
<th>High Impact</th>
<th>Low Impact</th>
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</thead>
<tbody>
<tr>
<td>• Reciprocal</td>
<td>• Customer Service approach</td>
</tr>
<tr>
<td>• Tied to the strategic goals of the organization</td>
<td>• Lack anchor to organizational priorities</td>
</tr>
<tr>
<td>• Proactive</td>
<td>• Rubberstamp</td>
</tr>
<tr>
<td>• Co Design</td>
<td>• Facilitator Presents information for feedback</td>
</tr>
<tr>
<td>• Integrated across areas of the organization</td>
<td>• Siloed into Pt Experience efforts or Quality</td>
</tr>
<tr>
<td>• Vision &amp; Mission as North Star</td>
<td>or Safety</td>
</tr>
<tr>
<td>• Focus on the structure</td>
<td>• North Star is the improvement goal</td>
</tr>
<tr>
<td>• Reflective of the population served</td>
<td>• Focused on the people</td>
</tr>
<tr>
<td></td>
<td>• Lack diversity</td>
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</tbody>
</table>
Preparation is Key

Advisor
- Organization
- Improvement Team
- Advisory Role

Organization
- Purpose
- Expectations
- Advisor Preparation
- Concerns

Vision

Preparation is Key
Starting Points....

- Identify Priorities
- Develop consistent messaging
- Identify your population
- Create the infrastructure