Patient & Family Centered Care Partners

PFCC Partners is committed to building a community of healthcare providers, administrators, ancillary staff, patients and families coming together to define best practices, share resources, connect with peers and access support and tools for integrating PFCC into their organizations.

PFCC Partners recognizes that the quality of healthcare outcomes is improved when the expertise of the healthcare providers is partnered with the experience of the patients and families. From the bedside to the boardroom, patient & family centered care is about partnering to design policies, programs and individual care plans for the best possible outcomes.
Taking the Temperature

Dragging my feet

Moving forward but worried

Excited to start this journey

We have a team identified and are ready to start!
Team Hoy

A story of partnership impacting the health and well being of a family living with chronic illness
TEAM HOY
My mission

To share our experiences in partnership and true collaboration so that together we can improve the quality, safety and experience of healthcare for all of us.
PFE Action Team 2014 Word Cloud
Emotional Reactions of Patients & Families

- Fear
- Guilt
- Desperate
- Isolated
- Overwhelmed
- Anger
- Confused
- Denial
- Disappointed
- Helpless
- Panic
- Isolated
- Envy
- Overwhelmed
What Does Patient Engagement Look Like?

Calm

Confidant

Comfortable
The Call for Engagement

- HCAHPS: Patient Satisfaction Scores
- Partnership for Patients: PFE Network
- Joint Commission Standards: 24 hr access in hospitals
- Triple Aim for improvement
- Community based care
- Coordination of Care
- Transitions of Care
PFCC is Reciprocal
Cornerstones of Partnership

• Respect Functional Culture
• Identify strengths
• Family as a resource
• Keep an open minded
• Create opportunities for shared control
• Follow thru on what you say you will do
• Express respect for yourself, your staff and your patient & family
Ingredients of Partnership

• Respect
• Choice
• Strength Based
• Individualization

• Flexibility
• Collaboration
• Empowerment
• Communication
• Compassion
PFCC Concepts in Action

“When patients have an active role in their own health care, the quality of their care, and of their care experience, improves.”

“In the U.S., 78% of patients who said they were engaged in their care rated their care highly, compared with 43% who were not so engaged.”

David Emerald's TED* (*The Empowerment Dynamic) triangle provides an alternative to the Karpman Drama Triangle.

TED*  
*The Empowerment Dynamic

Challenger  
Creator

Coach  
Dreaded Drama Triangle  
(Karpman’s Drama Triangle)

Persecutor  
Rescuer

Victim  
Anxiety-Based Problem-Focused

Passion-Based  
Outcome-Focused
Strategies for Partnering in the Clinical Setting

- Open ended questions to clarify families’ understanding
- Provide choices
- Provide unbiased information
- Use interpreters
- Empower & guide the patient & families in their desire for information and knowledge

- Assess knowledge of medical condition
- Use simple language
- Use many concrete examples
- Hear it, See it, Feel it, Do it!
- Patience
- The Teach Back Method

http://www.nchealthliteracy.org/toolkit/tool
Engagement is not Entitlement
## Shared Challenges

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<tr>
<th>Challenge</th>
<th>Patient /Family</th>
<th>Provider</th>
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<tbody>
<tr>
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<tr>
<td>Feeling in the Way</td>
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<td>Families lack of Understanding</td>
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<td>Competing Priorities</td>
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<td>Consistent Communication</td>
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<td>Language Barriers</td>
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PFCC is the umbrella that leads to organizational improvement.

Engaging Patients Bedside to Boardroom

Improves Quality
Improves Outcomes
Improves Safety
Patient Experience
Improves Employee Engagement

PFCC is the umbrella that leads to organizational improvement.
INTERdisciplinary

healthcare provider

patient & family

healthcare organization
Patient & Family Advisor

Patient & family advisors work in a variety of healthcare settings sharing their personal stories to represent all patients & families in providing an educated perspective of care by bringing authenticity, empowerment, respect and inspiration to the design and delivery of healthcare systems. Patient & Family Advisor roles include partner, educator, speaker, listener, advocate, collaborator and leader, ensuring the focus of healthcare is centered on the patient & the family.

Collaboratively authored by the Patient & Family Advisors assembled for the 2012 Institute for Healthcare Improvement Forum, Orlando December, 2012
Core Competencies of PFA’s

- Ability to embrace a Teachable Spirit.
- Ability to be the Representative Voice
- Ability to Collaborate Constructively
- Ability to Establish Partnerships
- Ability to be Solution Focused
Points of Engagement

• Patient & Family Advisory Councils
• Quality Initiatives
• Safety Initiatives
• Committee participation
• Family Faculty presentations
• Peer support
• Document review
• Staff interviews
• LEAN projects

• Program Design
• Facilities Design
• Advocacy Efforts
• Foundation Efforts
• Marketing Efforts
• Staff Appreciation Efforts
• Story Telling
• Organizational Board
• E-Advisors

- Starting points
- Requires some experience
- Requires More Experience
and/or additional training
What Does Success Look Like?

- PFA’s receive training specific to the role
- PFAC agendas are created in partnership
- PFA’s are seamless in the fabric of the organization, rather than ‘heros’ or revered guests
- PFA’s reflect the population served
JUMP!!!
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