



# 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

*Many  
Patients*

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

*One Patient*

*Simpler*

*Increased Pt  
Involvement*

# Where can Advisory Councils help?



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?