



Patient and Family Engagement (PFE) Quickinar Series, Session 2

Achieving Patient/Family-Centered Care

OBJECTIVES

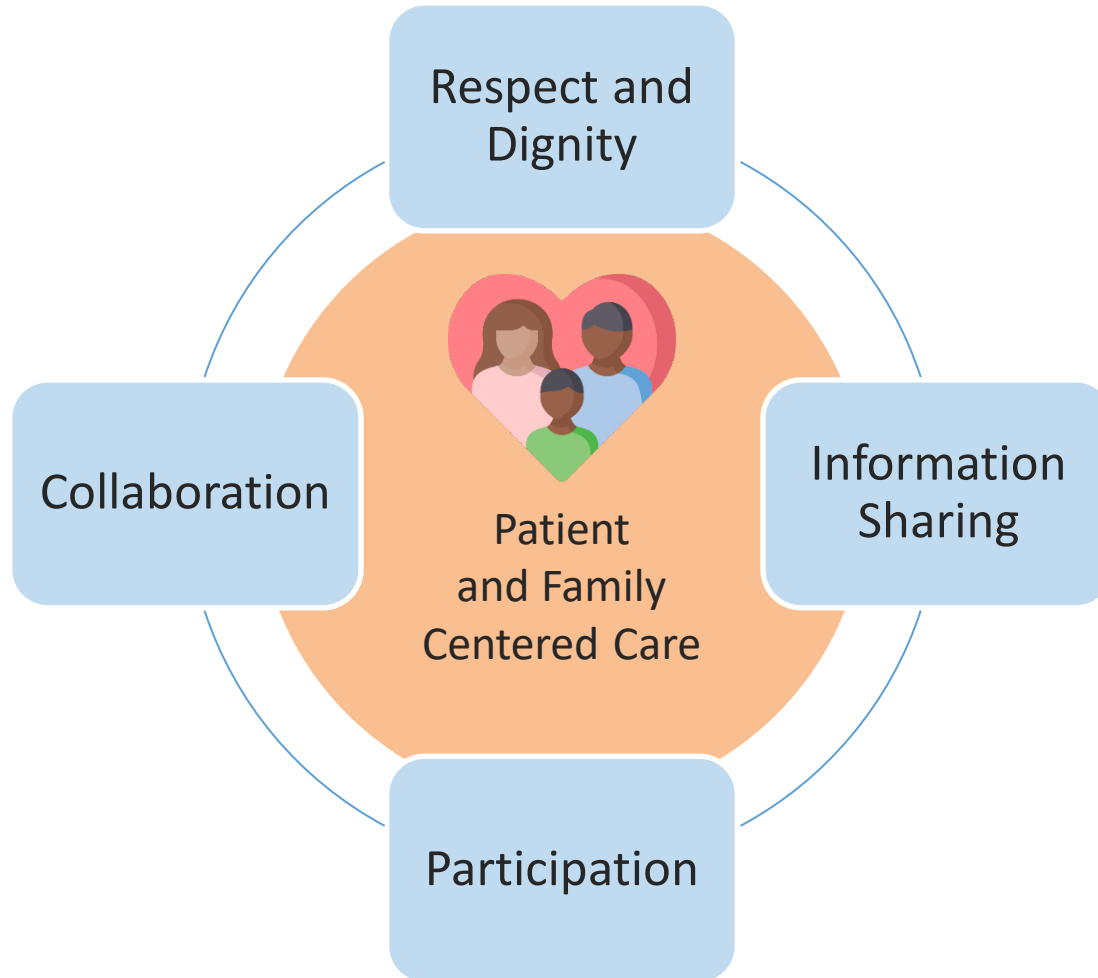
- Discover how to practice patient and family centered care.
- Summarize how to promote PFE.
- Discuss how to facilitate patient and family participation in care, where possible.
- Examine staff comfort regarding patient and family participation in care.

What Is Patient and Family Centered Care?

- Works **with** patients and families, rather than just doing **to** or **for** them.
- Involves mutually beneficial partnerships.
- Is a collaborative effort.



Patient and Family Centered Care Core Concepts



PFE Promotion

PFE can be defined as “patients, families, their representatives, and health professionals working in active partnership at various levels across the healthcare system—direct care, organizational design and governance, and policy making—to improve health and healthcare.”



PFE Strategy 1. Patient and Family Preparation

- **Educate, prepare, and empower patients and families to engage effectively in their health and healthcare.**
 - Tailor communication to patients' capacities and needs.
 - Assess patient/family understanding.
 - Use teach-back.
- Assist patients to set individualized and realistic health-related goals.



Bold type indicates alignment with CMS PFE metrics.

PFE Strategy 2. Clinician & Leadership Preparation

- **Designate a PFE Leader.**
- Include PFE in healthcare professionals' education.
 - Partner with patients and families to deliver education.
 - Include experiential learning, observation, and hands-on practice.
 - Develop standardized PFE competencies.
- Examine staff comfort regarding patient and family participation in care and/or on committees.
 - Transparency of organizational data.
 - Further information: PFE quickinar on organizational readiness, 3/2/2023.

PFE Strategy 3. Care and System Redesign

- Develop and implement processes that contribute to clinician understanding and respect of patient perspectives.
- Implement a system in which patients can easily report an adverse event.
 - Patient-/family-activated rapid response team.
- Use advance directives and associated orders.
- Provide advance care planning.
- Develop and implement care plans with patient-reported goals.
- **Implement shift change huddles, bedside reporting, or bedside rounds that include the patient and family.**
- Implement systems to support clinician well-being and ability to care for patients compassionately.

PFE Strategy 4. Organizational Partnership

- **Designate an individual with leadership responsibility and accountability for PFE.**
- **Charter a patient family advisory council (PFAC).**
- **Partner with patient and care partners.**
 - Ask for input on hiring and staffing issues.
 - Obtain feedback on improving efficiency, such as billing or registration.
 - Include on committees.
 - Include in root cause analyses.
- Implement mentorship programs for new patient and care partners.



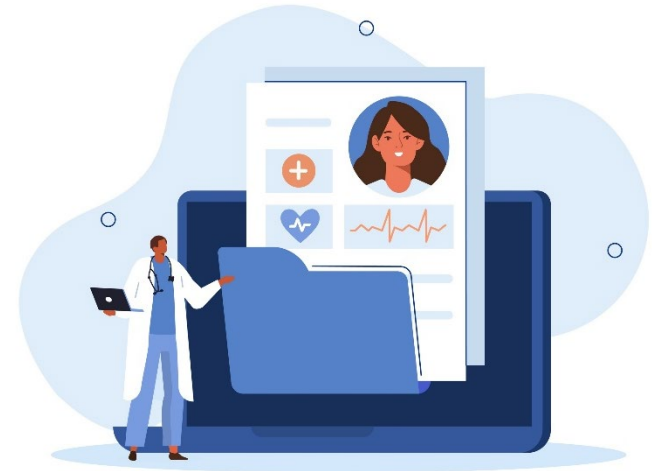
PFE Strategy 5. Measurement and Research

- Measure PFE process measures.
 - **PFE Measures Checklist**
- Develop and implement PFE outcome measures.
 - Example: record patient-reported treatment goals and measure whether or not attained.
- Measure Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS[®]), a measurement of patient perception.

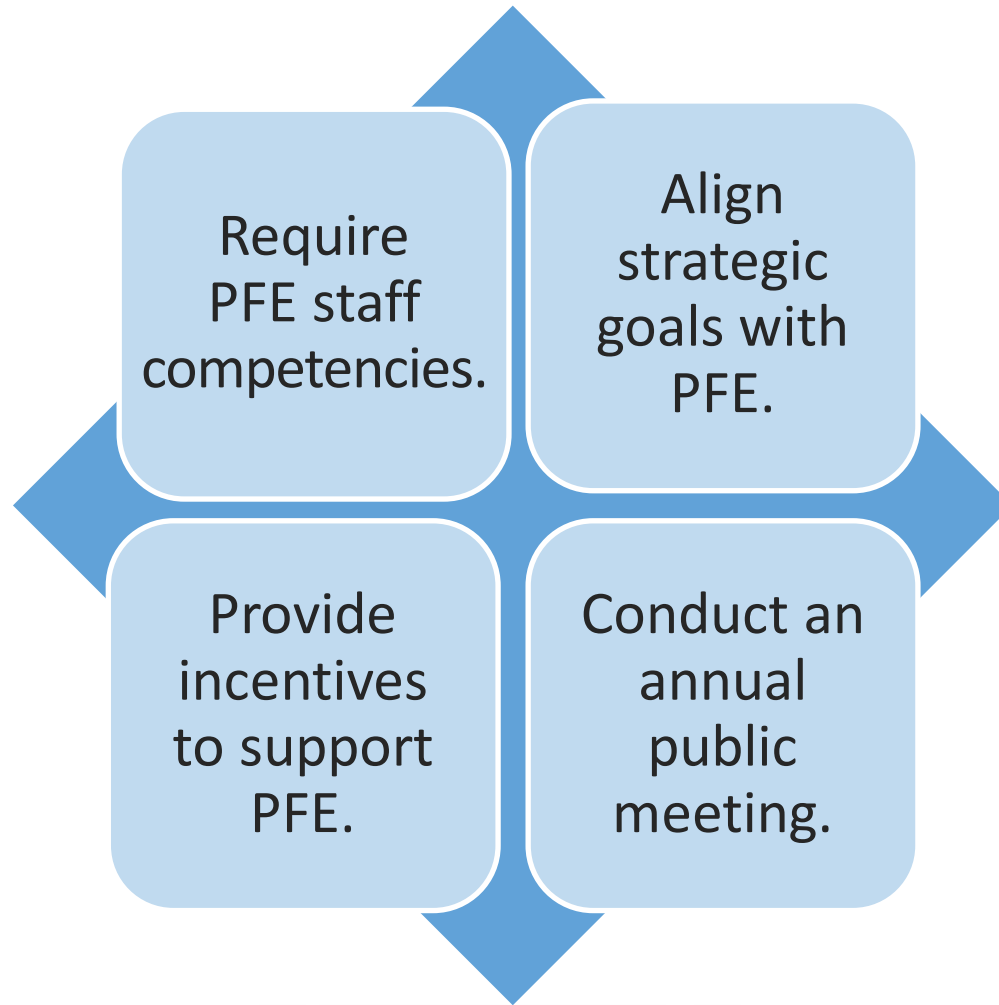


PFE Strategy 6. Transparency and Accountability

- Give patients access to their medical records.
 - Patient portals
- Give patients the opportunity to contribute to their medical records.
 - Patient-reported treatment goals
 - Corrections
- Give patients information about risks, benefits, alternatives, and costs of care and treatment.
- Share organizational data with patient and care partners.



PFE Strategy 7. Legislation and Regulation



PFE Strategy 8. Partnership in Public Policy

- Create opportunities for patient and care partners on local, state, or national committees.
 - Present alone or with you at conferences.
 - Include on panels.
 - Review research grants.
- Create opportunities for community feedback about what is important to them regarding health and healthcare.
 - Town hall meetings
 - Social media-based opportunities



Key Concepts

- **Respect and Dignity.** Listen to patients'/ families' choices and incorporate into delivery of care.
- **Information Sharing.** Communicate timely, complete information so patients/ families can effectively participate.
- **Participation.** Encourage patients/families to participate in care and decision-making at the level they choose.
- **Collaboration.** Patients, families, healthcare practitioners, and leaders collaborate on policies and programs.





“Nothing about me without me.”

—Valerie Billingham, 1998

QUESTIONS?

Join Us for the Entire Series

Recordings, slides, and resource links will be posted for on-demand access after every session.

3. Preparing for PFE Programs

Preparing for Patient and Family Engagement Programs

Thursday, March 2, 2023 | 1 p.m. ET | 12 noon CT | 11 a.m. MT | 10 a.m. PT

Objectives:

- Identify strategies, tools, and resources to engage leadership and promote buy-in.
- Discuss how PFE benefits your hospital and improves satisfaction scores.
- Review strategies to prepare and train staff and clinicians for PFE.

1. Intro to PFE



3. Preparing for PFE Programs



5. PFE to Prepare for Hospital Discharge



7. Bedside Hand Off to Improve Patient Outcomes



9. Role of the PFE Advisor



11. PFE in Critical Access & Small Rural Hospitals



2. Achieving Patient/Family Centered Care



4. PFE to Prepare for Hospital Admission



6. Role of PFE in Readmission Prevention



8. Adverse Event Transparency



10. Selecting/Training/Engaging Advisors



12. PFE in Acute Care Hospitals





Thank you!

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