



Patient and Family Engagement (PFE)
Quickinar Series
Session 1
Introduction to PFE

OBJECTIVES

- Define PFE and its importance for hospitals.
- Describe the 5 CMS PFE Metrics.
- Examine organizational readiness for PFE.
- Discuss how PFE relates to Hospital CAHPS[®], Star Ratings, and MBQIP.

What Is PFE?

“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.”



Focus on Patient Engagement

What Is PFE? (cont.)

PFE is a strategic priority for CMS.

- Patients actively engaged in their care can have better outcomes.
- Patients and care partners are valuable contributors to quality improvement.
- PFE can help in achieving equitable healthcare.



CMS PFE Metrics

- In 2016, CMS released its PFE strategy.
- In 2020, CMS provided 5 updated PFE metrics.
 1. Admission Planning Checklist
 2. Discharge Planning Checklist
 3. Shift Change Huddle and Bedside Reporting
 4. Designated PFE Leader
 5. Active Patient and Family Advisory Council (PFAC) or Patient Representation on Committee

CMS PFE Metrics Checklist

CMS Metrics for Person and Family Engagement (PFE)

PFE METRIC	INTENT	MUST BE IN PLACE TO MEET METRIC	Resources
1 Planning Checklist for Scheduled Admissions	For all scheduled admissions, hospital staff discuss a checklist of items to <u>prepare patients and families</u> for the hospital stay and invite them to be <u>active partners</u> in care.	<ul style="list-style-type: none"> Hospital has a planning checklist for patients with scheduled admissions. Hospital staff discuss the checklist with the patient and family prior to or at admission. 	https://www.mnhospitals.org/Portals/0/Documents/patientsafety/Patient%20Family%20Engagement/RoadmapMetric-1-508.pdf ; Page 1–9
2 Discharge Planning Checklist	For all inpatient discharges, hospital staff utilize and discuss a checklist to ensure key elements of discharge planning and care transitions are covered to <u>prepare patients and families</u> for discharge and invite them to be <u>active partners</u> in care.	<ul style="list-style-type: none"> Hospital has a planning checklist to proactively prepare for discharge. Hospital staff discuss the checklist with the patient and family to ensure a successful transition of care. 	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy4/Strat4_Tool_1_IDEAL_chklst_508.pdf
3 Shift Change Huddles or Bedside Reporting	Include the patient and/or family caregiver in as many conversations about the patient’s care as possible throughout the hospital stay.	<ul style="list-style-type: none"> On at least one unit, nurse shift change huddles OR clinician reports/rounds occur at the bedside and involve the patient and/or family members in all feasible cases. 	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy3/Strat3_Tool_2_Nurse_Chklist_508.pdf
4 Designated PFE Leader	Hospital has a designated individual (or individuals) with leadership responsibility and accountability for PFE.	<ul style="list-style-type: none"> There is a named hospital employee (or employees) responsible for PFE efforts. Such individual(s) can hold either a full-time position or a percentage of time within another position. Appropriate hospital staff and clinicians can identify the person named as responsible for PFE. 	https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/howtogetstarted/Best_Practices_Hosp_Leaders_508.pdf
5 PFAC or Patient/ Family Representative(s) on Hospital Committee	Ensure that a hospital has a formal relationship with patient and family advisors (PFAs) from the local community who provide input and guidance from the patient perspective on hospital operations, policies, procedures, and quality improvement efforts.	<ul style="list-style-type: none"> Patient and/or family representatives from the community have been formally named as members of a PFAC or another hospital committee (at least one patient). Meetings of the PFAC or another committee with patient and family representatives have been scheduled and conducted. 	https://www.ahrq.gov/patient-safety/patients-families/engagingfamilies/strategy1/index.html

PFE for Quality Improvement

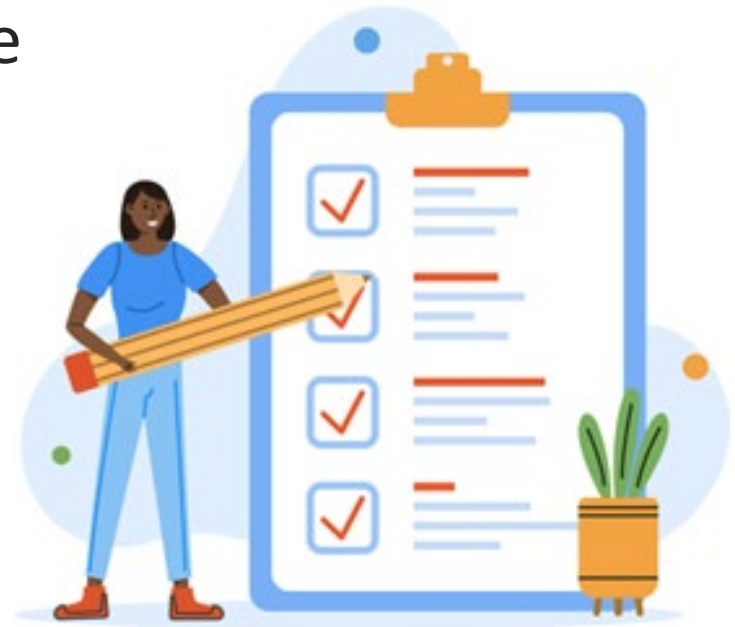
- PFE also impacts quality measurements for other programs.
 - HCAHPS, Star Rating, and MBQIP measures



patient
satisfaction

HCAHPS

- First national, standardized, publicly reported survey of the patients' perspectives of their hospital experience.
- Administered to a random sample of adult patients after discharge.
- Patients are asked to respond to 29 questions broken down into 9 categories.
- 13 of the 29 questions are related to the patient/family experience.



9 HCAHPS Survey Categories

Doctor and
Nurse
Communication

Staff
Responsiveness

Hospital
Environment

Pain
Management

Medication
Communication

Discharge
Information

Care Transitions

Overall Rating
of the Hospital

Likely to
Recommend

STAR Rating

The Overall Hospital Quality Star Rating summarizes a variety of measures across 5 areas of quality into a single star rating for each hospital.



In 2022, overall Star Rating used 47 of more than 100 measures and divided them into 5 measure groups.

Mortality
(7 measures)

Safety of Care
(8 measures)

Readmissions
(11 measures)

Patient
Experience
(8 measures)

Timely and
Effective Care
(13 measures)

MBQIP

- Intended to improve quality of care in rural hospitals, specifically critical access hospitals.
- Uses data and comparison to drive quality improvement projects.
- Provides standardized measurements for comparison.

**Patient
safety**

**HCAHPS Scores
and Patient
Experience**

**Care
Transitions**

**Outpatient
Measures**

Impact of PFE on HCAHPS, Star Ratings, and MBQIP

- Active PFE can improve HCAHPS scores and Star Ratings.
 - CMS metrics align with multiple survey categories, including responsiveness, communication, discharge information, and care transitions.
 - PFE can impact Star Rating categories of readmissions, patient experience, and safety of care.
 - MBQIP measures impacted include patient experience and care transitions measures.
- HCAHPS scores can be used to identify PFE activities.
 - PFACs use HCAHPS surveys to identify projects.
 - Engaging patients can help identify representatives for hospital committees.

How to Start PFE: Organizational Readiness

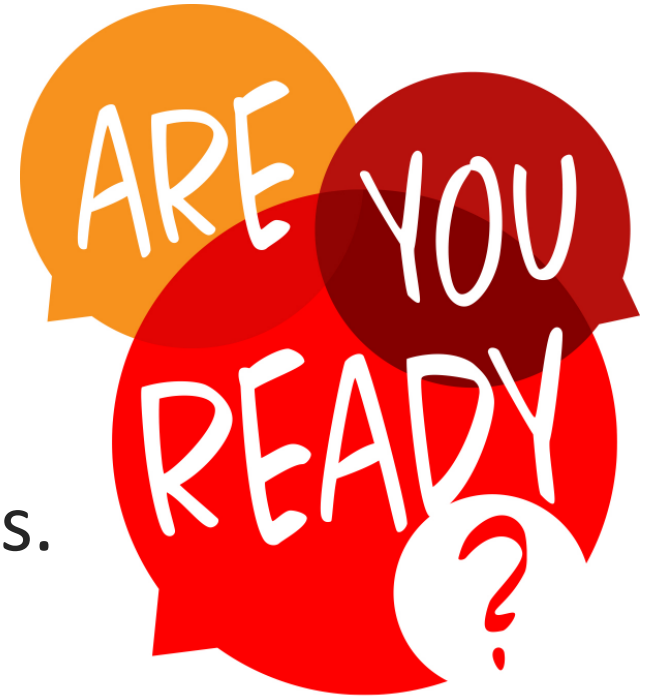
Organizational readiness “indicates the relationship between people, processes, systems, and performance measurement. It requires synchronization and coordination without which no implementation will be successful.”

For more information, refer to Quality & Safety Series session #3 at www.hsag.com/health-equity-quickinars



Organizational Readiness for PFE

- Hospitals must assess their willingness and ability to implement PFE activities.
 - Different hospitals will be able to conduct PFE in different ways.
- PFE requires time and resources.
 - Identify ways your hospital is willing and able to implement PFE activities.



Key Concepts

- PFE is an important part of improving quality of care.
- PFE is an organizational priority for CMS.
 - Reflected in 5 PFE metrics for tracking hospital progress.
- PFE is a significant contributor to HCAHPS scores, Star Ratings, and MBQIP.
- Assess your organizational readiness to identify areas where PFE can be implemented or strengthened at your hospital.



Join Us for the Entire Series

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

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



2. Achieving Patient/Family Centered Care



Achieving Patient and Family Centered Care

Thursday, February 16, 2023 | 1 p.m. ET | 12 noon CT | 11 a.m. MT | 10 a.m. PT

This session will outline a business case to establish leadership support and engagement to integrate health equity.

Objectives:

- Practice patient and family centered care.
- Summarize how to promote PFE.
- Facilitate patient and family participation in care where possible.
- Examine staff comfort regarding patient and family participation in care.

QUESTIONS?



Thank you!

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