

 *Coalition for Care*  
IHA's Hospital Engagement Network



# *Keeping a Patient and Family Advisory Council Vibrant*

August 7, 2014



# Webinar Agenda

- Welcome & Introductions – Karin Kennedy
- Hospital Story – Schneck Medical Center’s experience running a patient and family advisory council for several years and how to keep it vibrant.
  - *Shery Tiemeyer, RN, BS, CCM, director of patient/volunteer services Schneck Medical Center in Seymour*
  - *Suki Wright, MSM, CSSBB, director organizational excellence*
- Patient and Family Engagement Resources – Karin Kennedy
- Wrap-up/Questions – Karin Kennedy

# Patient & Family Advisory Councils

*Keeping Them Vibrant*



Sheryl Tiemeyer, Director Patient Services  
Suki Wright, Director Organizational Excellence  
August 7, 2014



# Schneck Medical Center, Seymour, Indiana

- Shery Tiemeyer

- Organizational Leader: Customer Service & RN Case Manager
- Oversees VOC initiatives throughout the system



- Suki Wright

- Quality Outcomes & Performance Improvement
- Incorporating VOC for organizational alignment and effectiveness

## Schneck Medical Center

- Main campus, 93 all-private suites
- State-of-the-art Cancer Center
- Three Family Care Centers
- Approximately 900 Employees
- Active Physicians (60), 52% hospital employed
- 150 Volunteers



# Objectives



Discuss why SMC formed a PFAC



Foundation for engagement



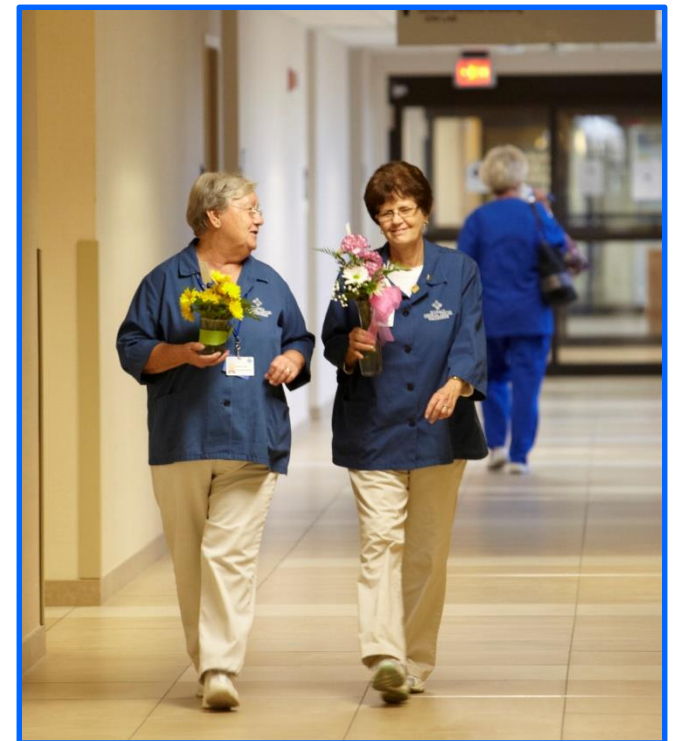
Share lessons learned

# Why was PFAC formed?

- Identify and understand opinions of patients and families
- Form mechanism to incorporate viewpoints
- Capture anecdotal experiences and feedback
- Develop a partnership for problem solving

# Member's perspective

- Advocate for my family, friends, employees
- Community involvement
- Gain better understanding of operations of the hospital



# Partnership for Problem Solving

- Involved in dialogue that is more than just angry patients
  - Patient Safety
  - Health system learning
  - Improvement activities
  - Understand patient/family perspectives
  - Changes in healthcare and how those changes impact patients, their families, and the organization



# Patient Family Advisory Council

- Community representation from all service markets
- Hospital representation include:
  - BOT member (*also on Customer Service Team*)
  - CEO
  - EVP CAO
  - VP Financial Services
  - Hospitalist
  - Risk Manager
  - Director of Patient Services
  - Director of Marketing

# Logistics

- Quarterly
- 2 hour duration
- Dinner provided
- Rotating schedule from afternoon to evening meeting based on member's preferences
- Additional meetings are scheduled based on need and task

# Foundation for Engagement

## Common knowledge & shared vision

- Education & Communication
  - Ongoing educating national changes and impact at a local level
- Transparency
  - Share good, bad, and ugly
  - Patient testimonials
- Involvement
  - Share experiences
  - Problem Solve
  - Advocate



# Shared Vision



*Vision: To Be an Organization of Excellence  
Every Person, Every Time*

Mission: Schneck Medical Center  
To provide quality care to all we serve.

Mission: Patient Family Advisory Council  
Fostering collaboration to improve patient experience and  
quality of care.

# Ongoing Communication & Education

- Orientation
  - Director meets with each new member
  - Setting Expectations
  - Orientation packet
- Standing Agenda items at meetings
  - Customer Satisfaction Scores
  - VOC
  - Safety Report
  - What's new at Schneck
- Changes in healthcare
  - Guest Speakers



# Orientation - Setting expectations

- Members

- To be a good advisor and collaborator
- Advocate for hospital
- Attend most meetings
- Get involved
- To be good listeners

- Schneck Medical

- Ensure PFAC members that their voices and influence are making positive changes
- To respect perspectives
- To be good listeners

# Ongoing Communication & Education

## Agenda

### TOPIC

Introductions & Schneck experiences

1. New Members
2. Patient Portal Update
3. Construction Update
4. Safety report
5. New Employee Orientation
6. What's New at Schneck
7. Customer Service Training
8. Roundtable Discussion
9. Tour—Will plan as construction progresses



September meeting--plan review of Patient Handbook

# Transparency

- Share customer satisfaction scores
- Outcome results
- Current performance improvement initiatives
- Challenges
- Successes
- Good, bad, and ugly



# Involvement

- New employee orientation
  - Members are part of the training
- Simulations
  - Customer Service
  - Safety
  - Secret Shoppers
- Input on policies, patient education
  - Patient Rights & Responsibilities
  - CRT & Code policy
  - Discharge Instructions
  - Signage



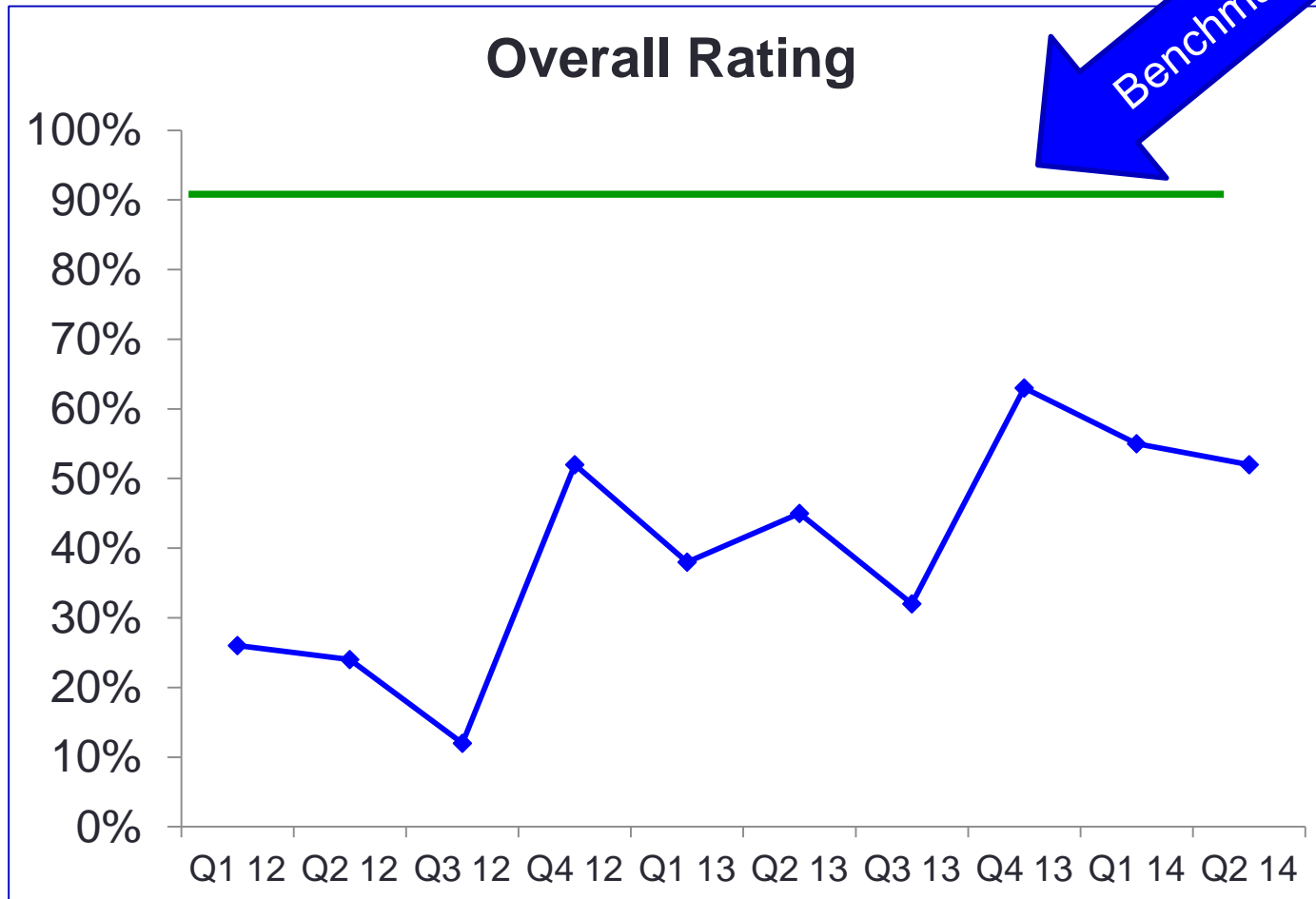
# Involvement

A key engagement factor for the council is letting them know how we act upon their input and use this information to improve the patient experience and quality of care



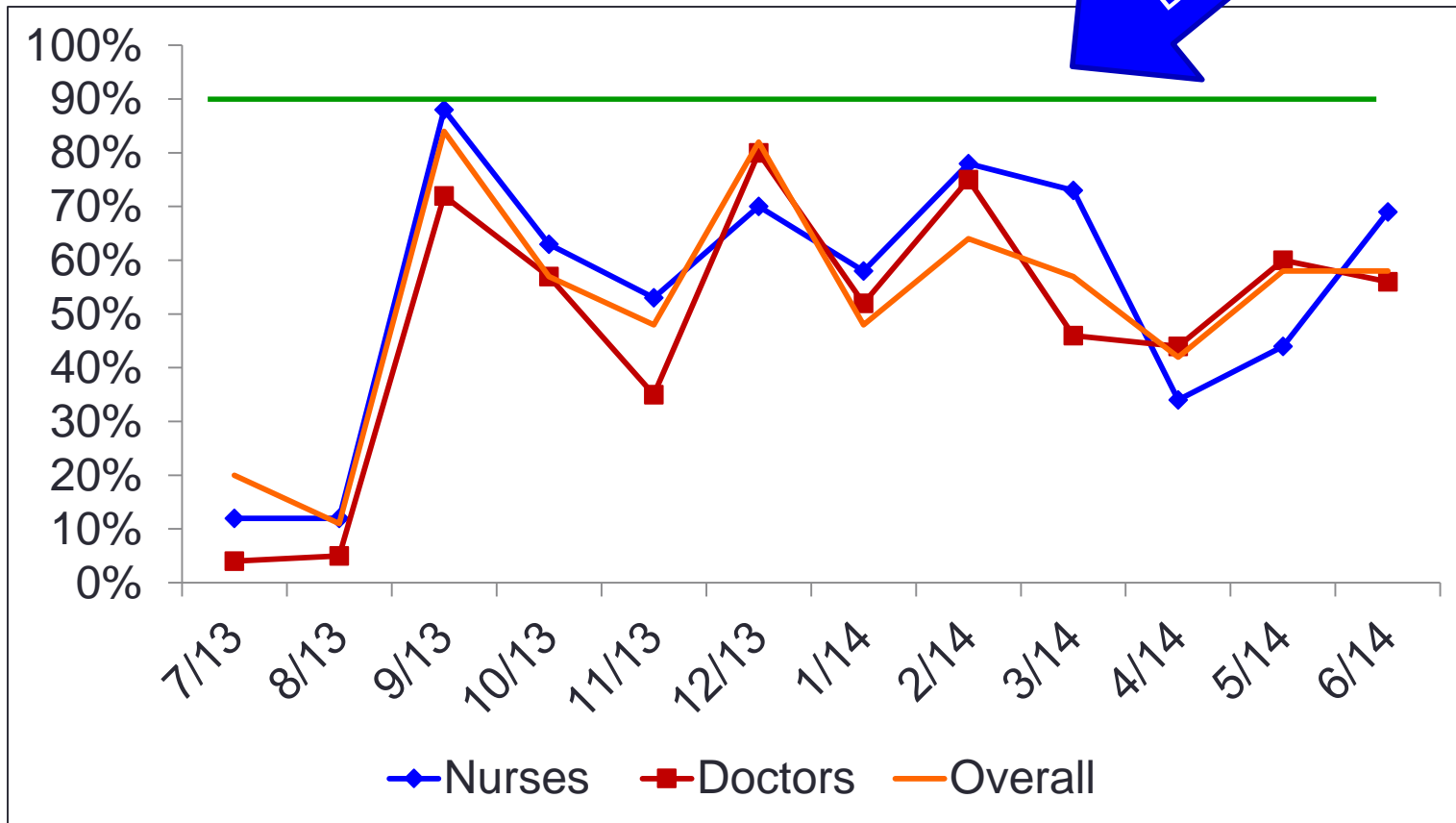


# ED Satisfaction Scores



# ED Satisfaction

Benchmark



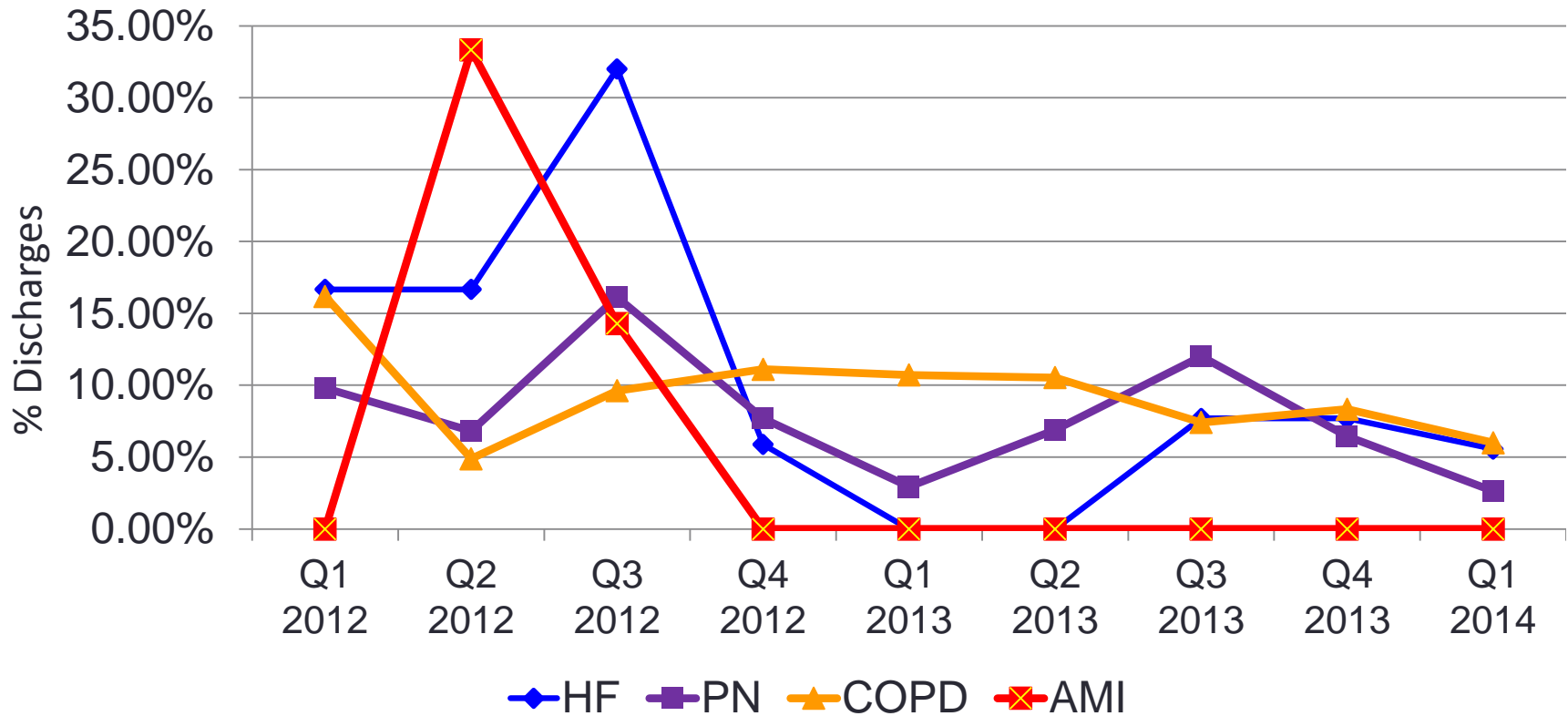
# Involvement

## Patient Family Advisory Council Survey

- Safety survey from PFAC revealed that their top three biggest concerns for safety were:
  1. Hospital Acquired Infections
  2. Lab Errors
  3. Surgical Errors
- Risk Manager presented results for these three areas and explained our Just Culture.

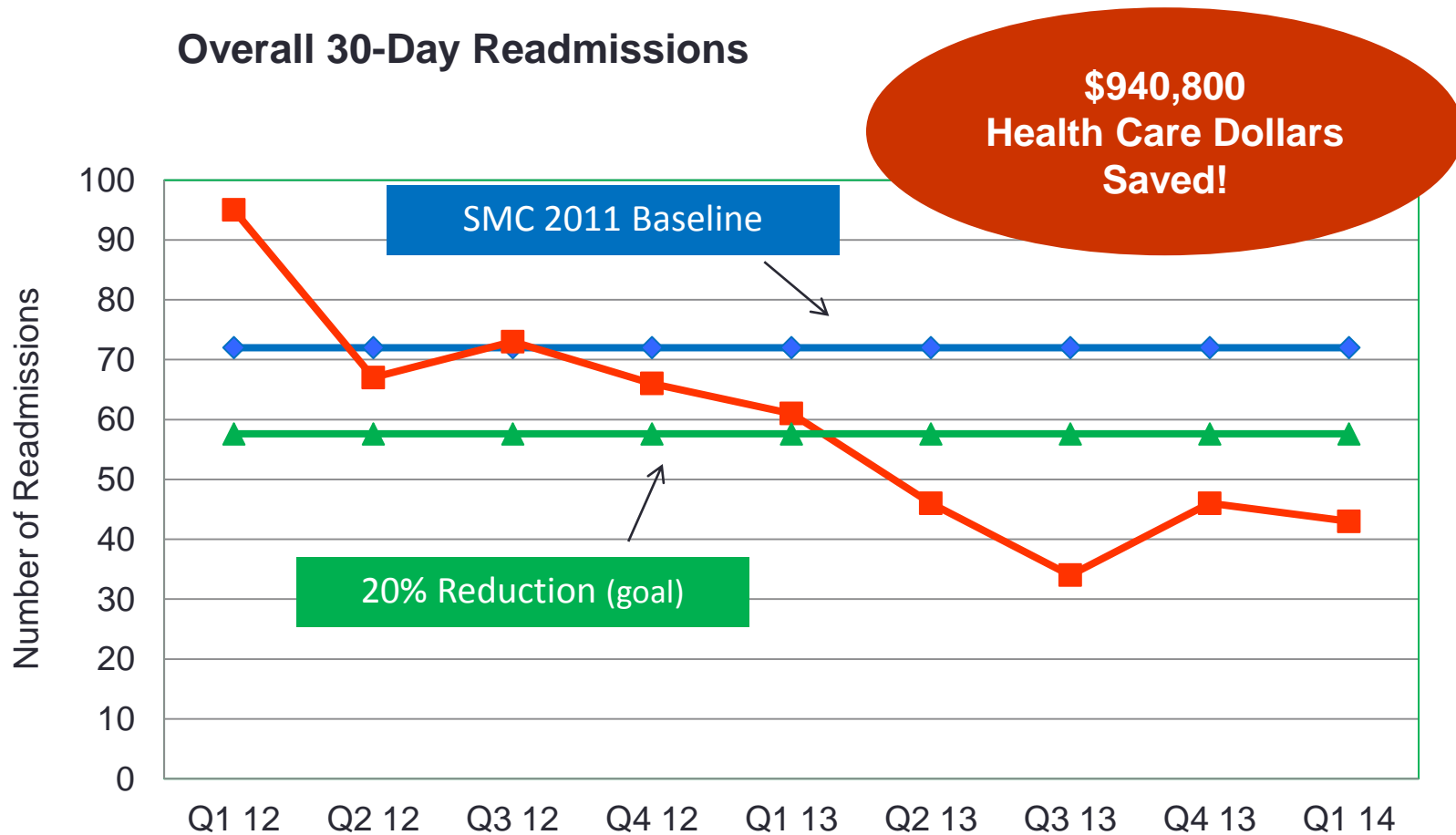
# 2013 Breakthrough Readmission

## Readmission: % of Discharges



# 2013 Breakthrough in Reducing Readmissions: From 100 per quarter to 40 per quarter

Overall 30-Day Readmissions

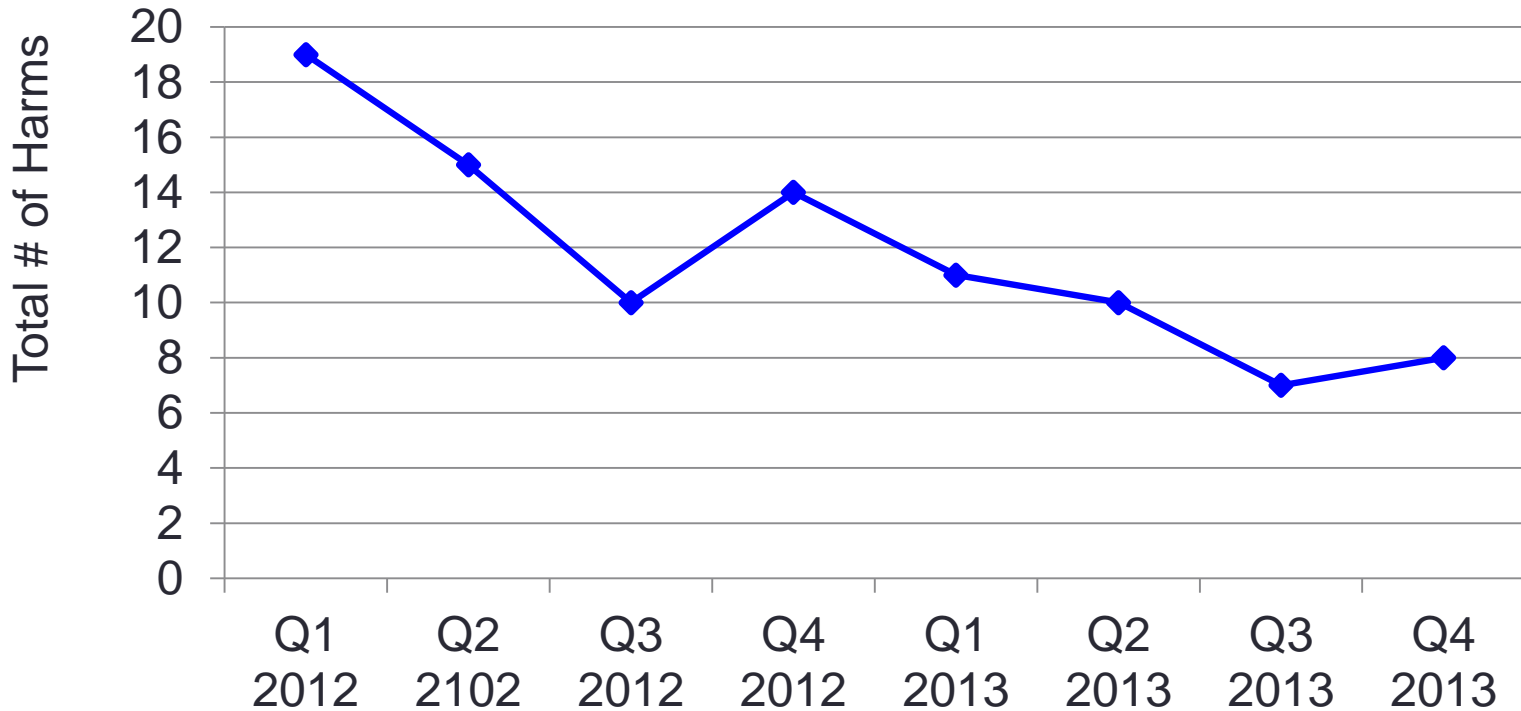




**Cut “harm across the board” by 68%:  
19 patients per quarter to under 8\***

### Total Harms per Quarter

ADE 12, CAUTI, CLABSI, Falls 38, OB 54 & 55, PU 58, SSI, VAP, VTE



\*Does not include readmissions

# What's New PFAC

- Adding PFAC members to New Employee Orientation training
- Members from PFAC will be a part of customer service training
- Patient Testimonials



*PFAC members participate on internal hospital committees*

# Challenges

- Ensuring a good mix of members
- Getting them to talk
- Talking too much
- Difficult conversations
- Meeting times
- Balancing anecdotal, perspectives, and realities
- Integrating new members
- Providing an open environment

# Keys to Success

- Constant communication, learning, and evolution
- Share and link results to the work of the council
- Get them involved in the PI initiatives

# Impact

- Departments throughout the hospital are seeking their input
- Other departments are looking into forming PFAC specific to their services
- Positive feedback from the members of PFAC

# Patient & Family Advisory Councils



***THANK YOU!***

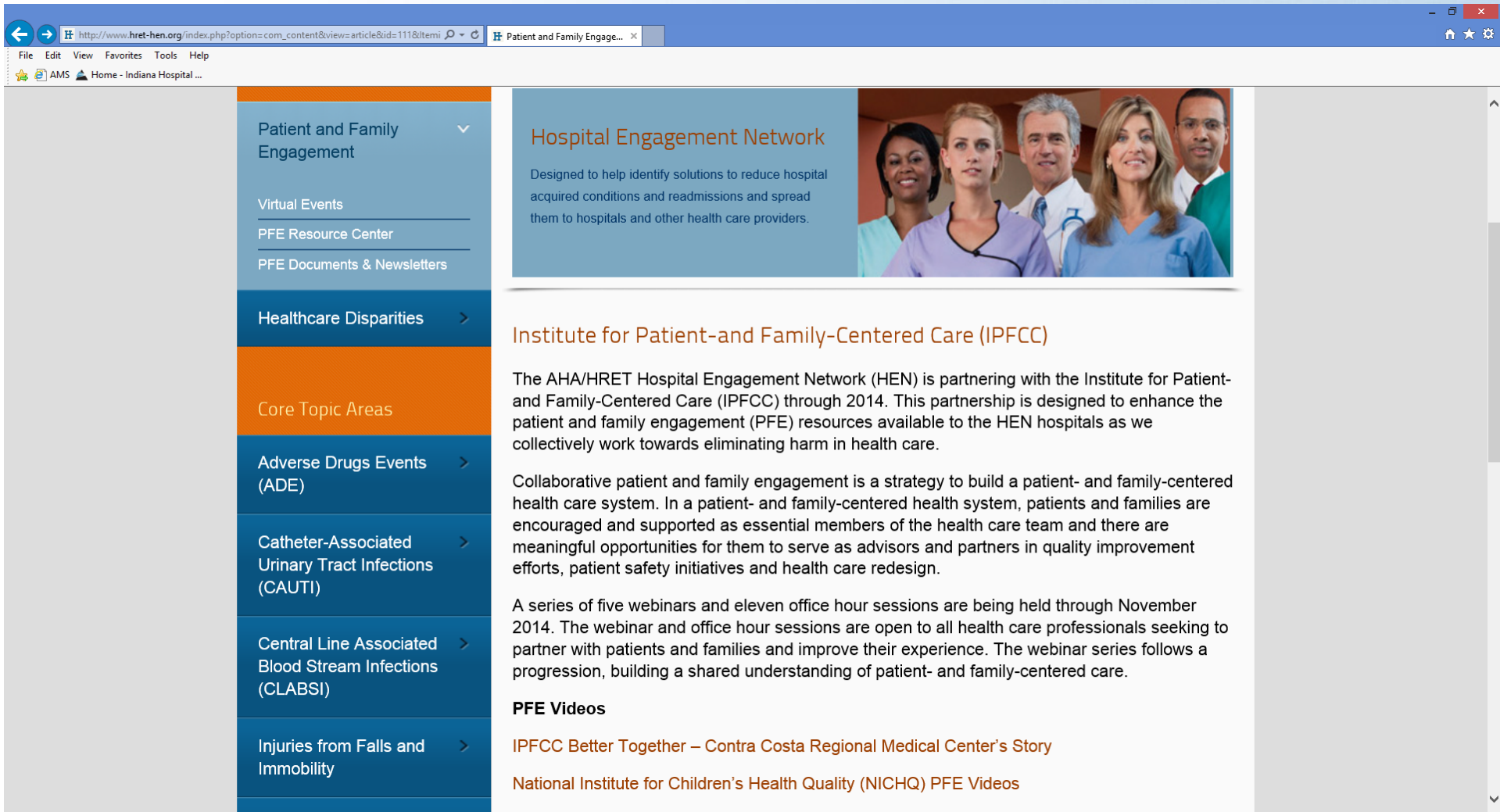
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Sheryl Tiemeyer, Director Patient Services  
Suki Wright, Director Organizational Excellence

August 7, 2014

# HRET Resources



The screenshot shows a web browser window with the URL [http://www.hret-hen.org/index.php?option=com\\_content&view=article&id=111&Itemid=...](http://www.hret-hen.org/index.php?option=com_content&view=article&id=111&Itemid=...). The page features a navigation menu on the left with the following items:

- Patient and Family Engagement (expanded)
  - Virtual Events
  - PFE Resource Center
  - PFE Documents & Newsletters
- Healthcare Disparities
- Core Topic Areas
  - Adverse Drugs Events (ADE)
  - Catheter-Associated Urinary Tract Infections (CAUTI)
  - Central Line Associated Blood Stream Infections (CLABSI)
  - Injuries from Falls and Immobility

The main content area features a featured article titled "Hospital Engagement Network" with a sub-header "Hospital Engagement Network". The article text reads: "Designed to help identify solutions to reduce hospital acquired conditions and readmissions and spread them to hospitals and other health care providers." Below this is a photograph of five healthcare professionals. Further down, the article discusses the partnership with the Institute for Patient- and Family-Centered Care (IPFCC) and mentions a series of webinars and office hour sessions.

# HRET Resources

## AHA/HRET Hospital Engagement Network (HEN) Patient and Family Engagement Newsletter



Issue 1 - August 4, 2014

### Changing Visiting Policies and Practice

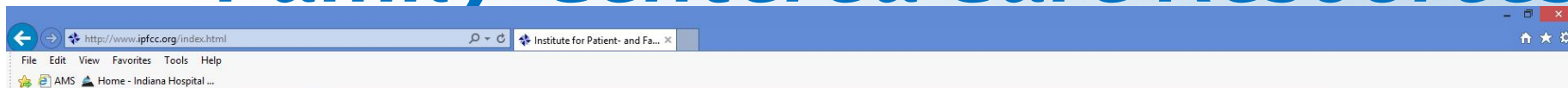


their families and other loved ones during hospital stays. Policies and practices related to family presence and

Isolating patients at their most vulnerable time from the people who know them best places them at risk for medical error, emotional harm, inconsistencies in care, difficult transitions and unnecessary costs. Yet in many hospitals and health systems, outdated visiting policies still separate patients from



# Institute for Patient- and Family-Centered Care Resources




## INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

Advancing the understanding and practice of patient- and family-centered care in all settings where individuals and families receive health care



*What is patient- and family-centered care?*  
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### Upcoming Conference

**The 6th International Conference on Patient- and Family-Centered Care: Partnerships for Quality & Safety**



**August 6 – August 8, 2014**  
**The Westin Bayshore**  
**Vancouver, British Columbia,**  
**Canada**

### Media Coverage of IPFCC's Better Together Campaign



Last month the Institute for Patient- and Family-Centered Care launched the **Better Together** campaign, calling on all hospitals to eliminate restrictive visiting policies and welcome families 24 hours a day.

The **Better Together** campaign is getting lots of attention across North America. Read what others are saying about the campaign.

Journalist and author Paula Span's posted: "A Move to Extend Visiting Hours at Hospitals" in the New York Times blog, *The New Old Age*. Ms. Span discusses IPFCC's **Better Together** campaign "to persuade hospitals to eliminate restrictive visiting hours and permit families, broadly defined, to remain with loved ones throughout their stays, even in intensive care units." Ms. Span notes that, "even in I.C.U.s, there's scant evidence that visitors cause harm," and she quotes from a JAMA commentary, co-authored by Don Berwick, "restricting visiting in I.C.U.s is neither caring, compassionate, nor necessary." [Read the entire blog post](#)

Read the commentary by Anne Beth, CEO of Centre Costa Regional Medical Center in

### Upcoming Seminar

**Moving Forward with Patient- and Family-Centered Care**

*Partnerships for Quality & Safety*  
*An Intensive Training Seminar*



**November 3-6, 2014**  
**Hyatt Regency Cambridge**  
**Cambridge, MA**

With leadership support from:

# Better Together:

## Partnering with Families

- IPFCC is committed to changing policies in 1,000 hospitals by 2017 and to equip hospital leaders with the rationale, strategies and tools needed to change visiting policies.
- As a pledging organization, your hospital will be listed on IPFCC's website and have the opportunity to become part of an online learning community to share strategies, challenges and successes.
- Pledging requires a commitment at a leadership level to take one concrete step to begin the change process, for example:
  - Review your organization's policy and website, with input from patients, families, clinicians, and other staff
  - Elicit input from patients and families about their experience of hospital "visiting" policies
  - Complete the **Better Together** [Organizational Self-Assessment](#)
  - Review other **Better Together** resources on IPFCC's website
  - Define another action step appropriate to your organization



The screenshot shows a web browser window displaying the IHA website. The address bar shows the URL: <https://www.ihconnect.org/Quality-Patient-Safety/Pages/Patient-and-Family-Enga...>. The page header includes the IHA logo and navigation links: [About IHA](#), [Contact IHA](#), and a search bar. Below the header is a menu with categories: INDIANA HOSPITALS, ADVOCACY, EDUCATION, and INSIGHT. A secondary navigation bar lists various topics: Data, Finance & Reimbursement, HIT, ICD-10, Leadership, Quality & Patient Safety, Rural Health, Trauma, and Workforce. The main content area is titled "Patient and Family Engagement" and includes a sidebar with a dropdown menu. The sidebar menu items are: Coalition for Care, Patient Safety Coalitions, Infection Prevention, Medication Safety, Perinatal Safety, Readmissions, Other Harm Topics, Patient and Family Engagement (highlighted), Patient Safety Culture, Pay for Performance, and Regulatory and Reporting. The main content area contains the following text:

IHA > [Quality & Patient Safety](#) > Patient and Family Engagement

## Patient and Family Engagement

To accelerate Coalition for Care's progress on patient and family engagement (P&FE), IHA will implement a P&FE collaborative in 2014.

Hospitals will complete a commitment form to participate in this collaborative indicating their intention to actively work on adopting as many of the Patient and Family Engagement Strategies as possible and to actively participate in the webinars and events, sharing their engagement experiences.

For questions, please contact Kathy Wallace at [kwallace@IHAconnect.org](mailto:kwallace@IHAconnect.org) or call 317-423-7740. Or contact Karin Kennedy at [kkennedy@IHAconnect.org](mailto:kkennedy@IHAconnect.org) or call 317-423-7737.

### Events

The IHA Coalition for Care team will host coaching calls throughout the year. See the [Events Calendar](#) for upcoming calls.

We will be using the AHA's Committee on Research report [Engaging Health Care Users: A Framework for Healthy Individuals and Communities](#) as a framework for the collaborative.

### Implementing Patient & Family Engagement: Legal Perspectives Webinar

 Download the slides for the April 9 webinar.

[Stream an audio recording of the April 9 webinar »](#)

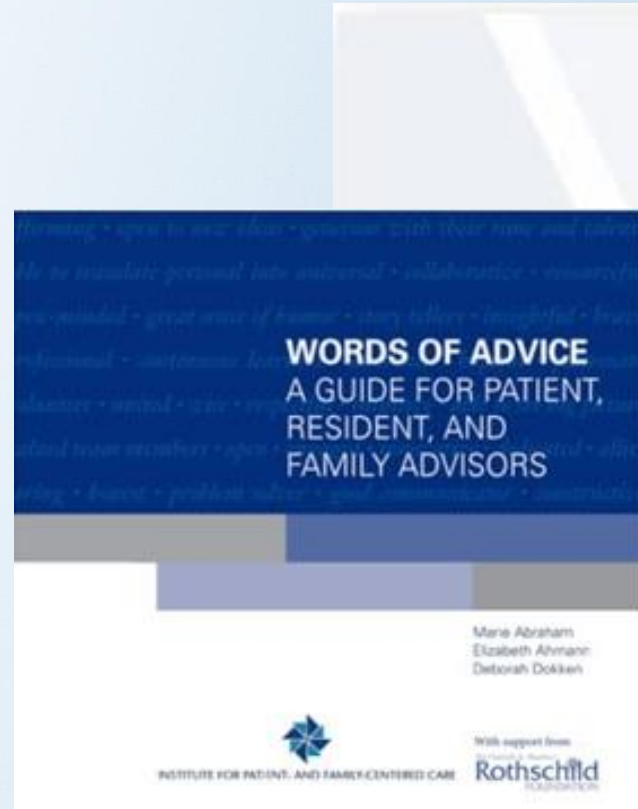
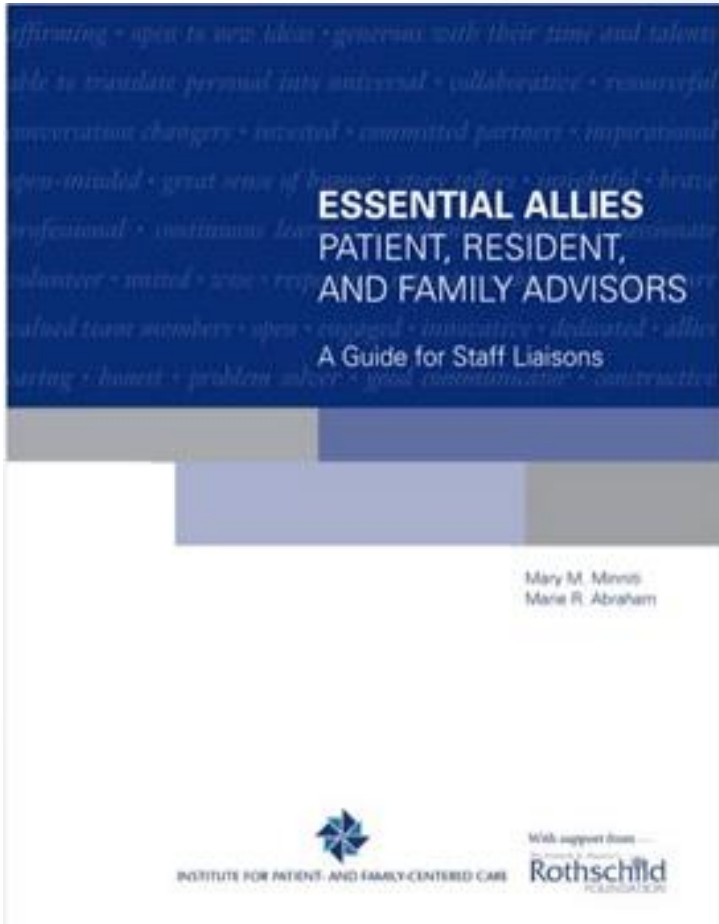
[OpenNotes: Providing Patients Access to Physicians' Notes Webinar](#)

The footer of the page features the "CONNECT" logo and social media icons for Twitter, Facebook, LinkedIn, YouTube, and RSS.



Indiana Hospital Association

# Institute for Patient- and Family-Centered Care Resources



Resources were mailed from IHA to Hospital Patient and Family Engagement or Hospital Key contact.



# *Evaluation & Follow-up*

- Webinar funded by CMS through the *Partnership for Patients*
- CMS reviews results and wants 80% of participants to evaluate educational sessions
- Please complete the simple three question evaluation by August 14, 2014:  
[https://www.surveymonkey.com/s/2014\\_08\\_07\\_PFEAdvisory\\_Council](https://www.surveymonkey.com/s/2014_08_07_PFEAdvisory_Council)
- Link to evaluation and webinar recording will be distributed to participants within one week

Thank you