

Patient and Family Engagement

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September 18, 2014



Lily



Current Roles-

How did I get here?

- Former president of UH Rainbow Babies & Children's Hospital's Family Advisory Council
- Ohio KePRO HAI-LAN
- Ohio Patient Safety Institute Board
- IOM Patient and Family Council Leadership Team
- Ohio Children's Hospitals' Solutions for Patient Safety Family Engagement Task force
- CMS' Partnership for Patient's Patient and Family Engagement Network
- National Coordinating Council for Medication Reporting and Prevention
- Participation at the National Quality Forum
- National Patient Safety Foundation examination reviewer for Certification Board for Professionals in Patient Safety
- Development and creator of the *ETeam*®

Health care is going through
major changes.

What is a partnership?

- A relationship between two or more persons carrying on a joint business venture with a view to profit, each incurring liability for losses and the right to share in the profits.

—Webster's Dictionary, 2013

What is a partnership between a patient and family and their care team?

- A relationship between a patient and family and their care team committing to thorough communication and listening with the acceptance of challenges; but overall, to provide the best outcome for the patient.

CMS' Partnership for Patients: Better Care, Lower Costs

Nationwide public-private partnership to tackle all forms of harm to patients. Our goals:

40% Reduction in Preventable Hospital Acquired Conditions over three years

- 1.8 Million Fewer Injuries
- 60,000 Lives Saves

20% Reduction in 30-Day Readmissions in Three Years

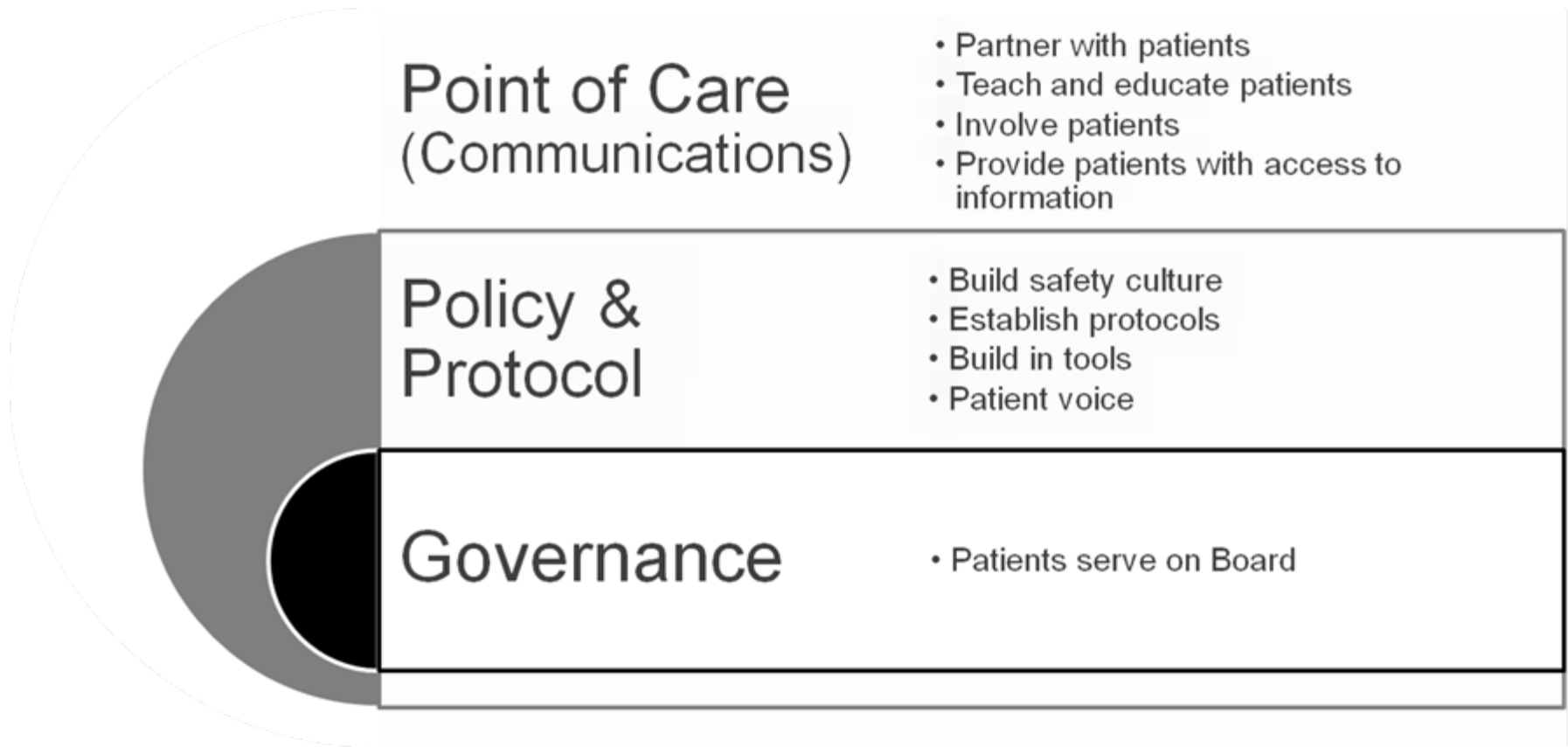
- 1.6 Million Patients Recover Without Readmission

Bonus: Potential to Save \$35 Billion in Three Years

Patient and Family Engagement (PFE) Network Goals

- Establish a core group of patient advocates to ensure the patient perspective and voice is part of every Partnership for Patients (PfP) activity
- Create a growing network of advocates who can partner with Hospital Engagement Networks (HENs), especially at the community level, to advance PfP goals
- Collaborate with other partners to support broader patient education, outreach and action to advance PfP goals

Across groups, there are a wide range of ideas about best practices that fit into an emerging model



Patient and Family Engagement and Safety Across the Board

- Engaging patients and families in safety and quality initiatives
- Involving Patient and Family Advisory Councils (PFACs) in HAC and readmission reduction work
- Creates transparency
- Encourages dialogue at the point of care about safety

CMS Partnership for Patients Campaign's Patient and Family Engagement Metrics

1. Prior to admission, hospital staff provides and discusses a discharge planning checklist with every patient that has a scheduled admission, allowing questions or comments from the patient or family.
2. Hospital conducts both shift change huddles for staff and does bedside reporting with patients and family members in all feasible cases.
3. Hospital has a dedicated person or functional area that is proactively responsible for Patient and Family Engagement and systematically evaluates Patient and Family Engagement.
4. Hospital has an active Patient and Family Engagement Committee (PFEC) OR at least one former patient that serves on a patient safety or quality improvement committee or team.
5. Hospital has at least one or more patient(s) who serve on a Governing and/or Leadership Board and serves as a patient representative.

Current responsibilities at University Hospitals

- Patient and Family Engagement system strategic plan
- Patient and Family Advisory Councils
- Patient and Family Engagement in experience, safety, and quality efforts
- Recruitment of Patient and Family Advisors (PFAs)
- **E**Team® initiative



ETeamTM
Educate. Engage. Empower.



What is the *E*Team®?

- A tool to engage patients and families
- Teaches behaviors for hospital success
- Teaches what to say and ask
- Training for all hospital staff
- Helps all staff to engage patients

What does the *E*Team mean?

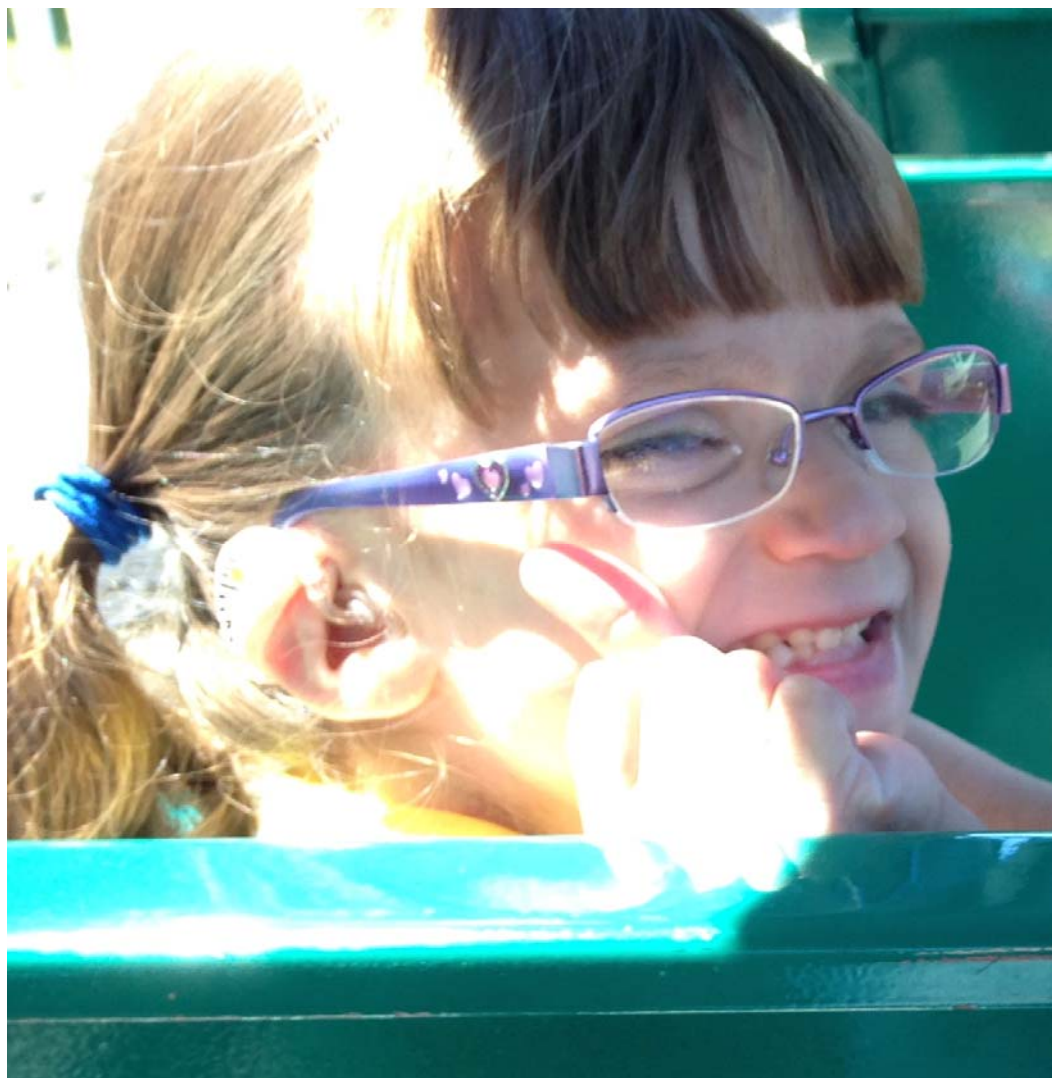
- **E**ngage and empower me
- **T**ake you time with me
- **E**xplain things to me in words I understand
- **A**ppreciate my situation
- **M**eet me needs.®

The purpose of the *ET*Team

- Builds a bridge of trust
- Enhances accountability of care
- Teaches patient responsibility, behavior, and communication
- Guides patient and family through hospitalization or procedures
- To teach patient and family engagement

Components of the *E*Team

- Customized communication lists developed by PFACs, MDs, RNs, and leadership
- Staff training for utilization and patient education
- 8 week pilot first performed and expansion in progress at University Hospital Case Medical Center
- Surveys to analyze tool utilization



Lily's Reminder...