Role of Patient-Family Advisors in Transforming Care

Barbara A. Reed, MN, APRN, RN-BC
Pain Management Nurse
Gerontological Nurse Practitioner

Recognition of Jean Guveyan
Third president of ASPMN

- Obtained new management company in Sept. 1994
- In December management company filed for bankruptcy
- Within 14 days Board of Directors secured temporary management help
- ASPMN became incorporated as non-profit and tax exempt corporation in Massachusetts (best rates to incorporate)
- Contracted with new Management Company
- Established the Achievement Recognition and the Legislative Action Committee
- Planned the 5th Annual meeting in Dallas, TX
- Added poster sessions as a regular feature of our meetings

Emory Healthcare

- Emory University Hospital
- Wesley Woods Hospital
- Emory Midtown Hospital
- Emory Johns Creek Hospital
- Emory University Orthopaedic and Spine Hospital
- Emory Clinic
Patient and Family-Centered Care (PFFC) at Emory……Who cares?

Susan Grant, MS, RN, CNAA, CNO came to Emory with a mission including the assurance to patients and families that they were an integral part of patient care.

A survey was sent to nurses, physicians and family members in in-pt and out-pt waiting rooms.

- Questions:
  - What is Patient – Family Centered Care?
  - Patterns of care at Emory – What kind of care do we now deliver?
  - Demographic data – Who are our patients and families?

Snapshot of Emory Healthcare

- Assess where we are
- Determine how to create effective partnerships with patients and families
- Improve our quality of care
- Change the organizational culture so that our approach to care delivery that fully integrates patients and families into our process of designing and delivering care

Office of Care Transformation

- Major performance improvement initiative:
  - Improving the quality of our health care
  - Strengthening alignment of care delivery with research and educational activities
  - Obstacles of “buy in” from elder Emory providers
  - Lack of “buy in” from physicians
  - Providers discomfort with error disclosure
What does PFCC look like?

Doing **with** instead of **for**…

- **Decision-making at the point of care** - participation in rounds, participation in care.

- **Involvement in improvement projects**, organization committees, etc...

- **Partners in patient safety** - Safety advocates, story-tellers, learning from stories (good and bad).

What does PFFC look like? (con’t)

- **Leading and partnering in Education and HR initiatives**
  (staff orientation, development of patient education materials interviewing new staff/leaders)

- **Ongoing patient/family advisory councils**, providing feedback and tracking progress, facilities design and planning

- **Cultural competence/diversity** - informational materials, signage in different languages, culturally sensitive practices, PFAs represent patient population

Recognizing PFCC…

**Understanding driving forces**

- **System-Centered**: The priorities of the system and those that work within it drive the delivery of health care.

- **Patient-Focused**: The patient is the focus or unit of care. Interventions are **done to or for him/her**, instead of **with** the patient. The patient is not viewed within the context of family or a community.

- **Family-Focused**: While the family is the focus or unit of care, interventions are **done to and for them**, instead of **with them**.

- **Patient and Family-Centered**: The priorities and choices of patients and their families drive the delivery of health care. Interventions are **done with** instead of **for**. Patients are full partners in care.
Emory Healthcare Care Transformation

Core Principles of Patient-Family Centered Care

We CARE about how you feel

Respect & Dignity — Listening to and honoring patient and family perspectives and choice. Incorporating patient and family knowledge, values, beliefs and cultural backgrounds in care delivery and planning.
Core Principles of Patient-Family Centered Care

We CARE about what you know

*Information Sharing* - Communicating, sharing, and providing timely, complete and accurate information so the patient can effectively participate in care and decision making.

Core Principles of Patient-Family Centered Care

We CARE about what you want

*Participation* – Encouraging patients and families to participate and make decisions at the level they choose.

Core Principles of Patient-Family Centered Care

We CARE about what you suggest

*Collaboration* – Collaborating in policy and program development, implementation and evaluation, as well as education about and delivery of care.
Emory Healthcare Pledge

One of the ways we bring that commitment to life is by inviting patients and family members to join us as we plan and make decisions about the care we provide. Patient Family Advisors are current or former EMORY HEALTHCARE patients or their family members/significant others who have volunteered their time to help us improve our services. They do this by becoming full and active members of various EMORY HEALTHCARE committees, councils and project teams. If you are interested in learning more about our Patient Family Advisor program, please call me at: ___________________. I would enjoy talking with you about the many ways patients and family members like you are helping us improve the experiences of all patients, families and staff members throughout EMORY HEALTHCARE.

History of the PFA Program

• Two of our first Patient/Family Advisors participated as panelists for an Institute for Patient and Family Centered Care national conference sponsored by Emory Healthcare.
• Since then our PFA program has grown to over 100 Active PFAs.
• The PFA program began at Emory Healthcare in 2008 when leadership from our Transplant program and from our Neuro-ICU unit launched the first Patient and Family Advisor groups at Emory Healthcare.

Role of the Patient-Family Advisor:

PFAs are current or former patients or family members of patients, who volunteer their time to serve alongside Emory Healthcare leadership, staff and physicians as members of committees, councils, project teams and other groups working in a variety of ways across Emory Healthcare to improve care. From policy development to space and facilities design to quality improvement, PFAs help us make better decisions by bringing their experiences, perspectives and expectations as patients and families to the decision-making process.
Examples of PFA participation:
- Unit, Specialty, Entity and System Practice Councils and all standing committees
- Quality Improvement Project Teams
- Program & Facility Improvement Teams
- New Employee & Physician Orientation Speakers
- Sharing insights and stories on video for internal training purposes
- Policy Review and Development
- New Hire Interview Teams
- Panel Participants at Annual Quality Council

Facility Design, Furnishing and Signage
- How recently did a patient or family member mention an improvement needed in the environment?
- Who makes the decisions when a new piece of equipment is needed?
- How often are patients included in the acquisition of new items for patient room?
- Do patients and families serve on quality improvement teams, patient safety committees?

Signage from parking deck to the patient’s room or to Out-Pt. Pharmacy
- Is the height of the chairs in the patient rooms and the waiting room appropriate for the setting?
- Can the patient get to the bathroom without falling over furniture or equipment?
- Are families present during resuscitation?
If a member of your care team is not in your room and you observe that your loved one suddenly:
• Has trouble with breathing
• Has a change in skin color
• Is hard to wake up
• Is confused or cannot talk
• Has weakness or numbness

Please Call (#####) and say “Code MET Room…”
MET = Medical Emergency Team (Rapid Response Team)
This will bring immediate help to you or your loved one.

Acronyms a PFA must Learn

- TEC – The Emory Clinic
- EUH – Emory University Hospital
- EU/OH – Emory University Orthopaedics and Spine Hospital
- EUHM – Emory University Hospital Midtown
- MOT – Medical Office Tower (at EUHM)
- WW – Wesley Woods
- EHC – Emory Heart Center
- GIM – General Internal Medicine
- IDX – Scheduling System used by TEC
- PSC – patient services coordinator
- PFS – patient financial services
- NPV – new patient visit