Engaging the Patient Voice into Quality Improvement

– The New England QIN-QIO Regional Approach
When people become patients…

Our work to improve healthcare is not complete without the voices of patients and their family members.
New England QIN-QIO
Patient and Family Advisory Council (PFAC)

Regional PFAC Members

Leadership (Admin & Clinical)
State Liaison
Gateways to Engagement

- Setting the Table in the Organization
- Recruiting Patient & Family Advisors
- Preparing & Orienting PFAC Members
- First Meeting
- Sustainable Practices
Setting The Table: Defining Our Vision

We envision a system where patients, families and caregivers, as the most important members of the healthcare team, are partnered in positive, productive collaboration in all aspects of healthcare design and delivery.
Setting The Table: Developing our Charter

Includes...

- Vision
- Scope
- Patient Engagement Facilitator
- Governance
- Membership Definition
- Structure
- Time Commitment
- Flexibility
Recruiting Patient & Families

Referrals → Application → Interviews
Preparing & Orienting New Members

- Quality Improvement Network
- Organization
- PFAC (charter)
- Prepare
- Share
- Reinforce
First Meeting – Preparing For Success

• Who
  – Leadership Team
  – PFAC Team (State Liaisons)
  – Members

• Agenda
  – Clear goals
  – Vision Statement
  – Story Telling

• Logistics
  – Access
  – Meeting date/time/location (webinar)
  – Ground rules
  – Checking in
  – Capturing Feedback
Harnessing Personal Experience: The Journey of a Story

Moving to Representative Voice

Healthcare Encounters → Personal Experience → Identifying as Part of a Larger Group → Connection to Disease or Organizational Constructs → Using Experience and Knowledge of the Group to Represent Needs

Combining the experience of encounters with what you now know about being a user of the health care system.
Lessons Learned Along the Way: Where we are today....
• Leadership and staff buy-in is critical
• PFAC member buy-in and a complete understanding of our world and what they can bring to it
• Integrating PFAC (Patient Voice) – start small
  – Share stories at learning events
  – Review materials
  – Develop materials
  – Design our approach
• Closing the feedback loop so members can see the value their participation brings to the table
• Identifying strategies and tactics to engage staff and patients to develop, optimize and sustain the PFAC
HELLO!

We’ve been busy!!
Informing and Driving Quality
Donna’s Story
I Knew This Could Happen To Anyone

“THEY TREATED HER FOR THE MOST LIFE THREATENING ISSUE”

But she couldn’t walk and no one listened
Changes Will Continue: The Pressure is On
Are You Feeling Crushed By Regulations Impacting Payments?

- MACRA
- HEDIS
- MIPS
- NCQA
- HCAHPS
- JCAHO
- CDC
- PRESS Ganey
- PQRS
- CMS
Why Should You Consider a PFAC:

Building patient and family engagement into your hospital’s current policies and practices can help:

• Improve Quality and Safety
• Improve financial performance
• Improve CAHPS® Hospital Survey scores
• Improve patient outcomes
• Enhance market share and competitiveness
• Increase employee satisfaction and retention
• Respond to Joint Commission standards
Desired Traits for the Team

1. A PASSION FOR THE NEED TO ENGAGE THE PATIENT/FAMILY
2. A STORY
3. VARIETY OF SKILL SETS
4. REPRESENT YOUR DEMOGRAPHICS
5. THOUGHTFUL CONTRIBUTORS
6. FLEXIBLE
Hospital’s Role

• Ensure senior leader participation and support person in PFAC meetings
• Educate members on how the hospital functions (Organization Chart, Registration, Finances, Hospital Services, etc.)
• Conduct tours (consider a way finding exercise to see if there are any issues finding a location)
• Make HIPAA training available
• Have confidentiality agreements signed
• Schedule convenient meeting times for all
• Suggest 2 hour meetings
• Ask everyone to share their stories when they’re ready to.
• Ask what’s important to “them”
• Introduce PFAC to the HOSPITAL (all leader staff meeting)
• Rotate hospital Sr. staff and then Jr. staff through PFAC meetings
• Have committee members willing to participate in hospital standing committees for the “patient perspective”
• Engage PFAC hospital committees – *wade into the more sensitive committees slowly* to share their objectives with the PFAC
• Use Agendas (documentation can be used for CQI activity
• Provide hospital updates monthly
• Foster participation in HOSPITAL EVENTS (annual meetings, tree lightings, celebrations etc.)
Staying On Top

• “When you’ve got a good thing going you want it to last forever”

• It isn’t easy to find new recruits – the Quality Department is my favorite place to start

• Get new members up to speed (Some hospital PFACs have developed a training curriculum)

• It’s impossible to keep the great people you have forever…

• ALWAYS look for new people to join whether you have room or not
MHS Mission Statement

To collaborate with Middlesex Health System on opportunities to achieve the highest quality, safest, and most respectful and compassionate care for everyone served.

Promote a PRICELESS patient interaction with the Middlesex Health System
- Patient-centered care
- Respectful of diversity in age, ethnicity, gender, religious beliefs
- Informative communications
- Collaborative planning
- Engaging in actions and ideas
- Listening carefully
- Empathy for the patient
- Safety minded culture
- Service focused behavior

Help patients and families take ownership and responsibility for their care
Educate in a manner that is understood and promotes action
Educate doctors and nurses on communication options and requirements
Promote and improve patient satisfaction and understanding
My Personal North Star

“You can do anything if you have enthusiasm. Enthusiasm is the yeast that makes your hopes rise to the stars. Enthusiasm is the spark in your eye, the swing in your gait, the grip of your hand, the irresistible surge of your will and your energy to execute your ideas. Enthusiasts are fighters, they have fortitude, they have strong qualities. Enthusiasm is at the bottom of all progress. With it there is accomplishment. Without it there are only alibis.”

~ HENRY FORD
What Questions Do You Have?
Contact Information

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