

Insert hospital logo here

The Guide to Patient and Family Engagement in Hospital Quality and Safety:

Engaging Patients and Families to Improve the Quality and Safety of Care We Provide

[Hospital Name | Presenter name and title | Date of presentation]



Today's presentation

- Improving the care we provide through patient and family engagement
- How the *Guide to Patient and Family Engagement* helps
- Moving forward

Patient and family engagement: Improving the care we provide



What is patient and family engagement?

Patient and family engagement:

- Creates an environment where patients, families, clinicians, and hospital staff work together as partners to improve the quality and safety of hospital care
- Involves working with patients and family members as:
 - **Members of the health care team**
 - **Advisors at the organizational level**

Patient- and family-centered care

- Patient and family engagement is an important part of providing patient- and family-centered care
- Core concepts of patient- and family-centered care:
 - **Dignity and respect**
 - **Information sharing**
 - **Involvement**
 - **Collaboration**

Benefits of patient and family engagement

- Improves multiple aspects of hospital performance
 - **Overall improvements in quality and safety**
 - Patients and families as allies in safe medication use, infection control initiatives, observing care processes, reporting complications
 - Reduction in preventable readmissions
 - **Improved patient outcomes**
 - Emotional health, symptom resolution, pain control, physiologic measures
 - **Improved CAHPS® Hospital Survey scores**
 - Patient-provider communication, pain management, medications, provision of discharge information

Benefits of patient and family engagement

- **Better response to the Joint Commission standards or other accreditation**
- **Improved financial performance**
 - Decreased litigation and malpractice claims
 - Lower costs per case due to complications
 - Improved patient flow
 - Less waste associated with higher call volume, repetitive patient education efforts, diagnostic tests
- **Enhanced market share and competitiveness**
 - Establishment of brand identity around patient and family engagement
- **Increased employee satisfaction and retention**

Benefits of patient and family engagement

- Patient and family engagement also:
 - Is consistent with our mission and vision
[Insert mission statement as appropriate]
 - Helps us meet our strategic priorities
[Insert relevant priorities from short- and long-term strategic plans]
 - Is the right thing to do
[Share story from patient or family, or have them share their story]

The Guide to Patient and Family Engagement

- What is it?
- What do we want to do?

Guide to Patient and Family Engagement

- Tested, evidence-based resource to help hospitals work as partners with patients and families to improve quality and safety
 - **Includes strategies that reflect critical opportunities for patient and family engagement**
 - **Addresses real-world challenges**
 - **Contains detailed implementation guidance**
 - **Includes tools for hospital leaders, managers, clinicians, patients, and families**

Guide to Patient and Family Engagement

- Includes four strategies to support engagement:
 1. Working with Patients and Families as Advisors
 2. Working with Patients and Families at the Bedside: Communicating to Improve Quality
 3. Working with Patients and Families at the Bedside: Nurse Bedside Shift Report
 4. Working with Patients and Families at the Bedside: Care Transitions from Hospital to Home: IDEAL Discharge Planning

Why work with patients and families as advisors?

- Patient and family advisors help us provide care and services based on patient- and family-identified needs rather than our assumptions
- Patient and family advisors offer
 - **Insight on our strengths and areas where changes may be needed**
 - **Feedback on practices and policies that can help patients and families be active partners in their care**
 - **Feedback that is timely and gives a fuller picture of the care experience than standard patient and family satisfaction surveys**

Why focus on communication?

- It's the foundation of all interactions with patients and families
- Research shows patient-centered communication can improve:
 - **Patient safety**
 - More than 70% of adverse events caused by breakdowns in communication
 - **Patient outcomes, including emotional health, functioning, and pain control**
 - **Patient experiences of care**
- **[Insert hospital goal / data related to communication]**

Why focus on bedside shift report?

- Transitions in care have potential for medical errors
- Research shows bedside shift report can improve:
 - **Patient safety and quality**
 - Improved communication
 - Decrease in hospital-acquired complications
 - **Patient experiences of care**
 - **Time management among and accountability between nurses**
 - Decrease in time needed for shift report
 - Decrease in overshift time
- **[Include specific goals / data for hospital]**

Why focus on discharge planning?

- Nearly 20% of patients experience an adverse event within a month of discharge, of which $\frac{3}{4}$ could be prevented
- Common complications post-discharge are adverse drug events, healthcare-associated infections, and procedural complications
- Many complications can be attributed to problems with discharge planning
 - **Changes in medicines before and after discharge**
 - **Inadequate preparation for patients and families**
 - **Disconnect between information giving and patient understanding**
 - **Discontinuity between in-patient and out-patient providers**
- **[Add hospital data / goals related to discharge]**

Moving forward

A decorative graphic consisting of several overlapping, wavy lines in shades of teal and grey, positioned horizontally across the middle of the slide.

- What do we need from you?

What do we need from you?

- Staff time to [implement strategy] OR
- Staff time to form a multi-disciplinary team to assess our hospital's needs and decide which strategy to implement
- [Note: Be specific of what support you need and who will be responsible for the initiative]

Other ways to support patient and family engagement

- Communicate the hospital's vision and values related to patient and family engagement.
- Serve as role models for engaging in partnerships with patients and family members.
- Provide the necessary infrastructure and resources.
- Involve and support clinicians and hospital staff in patient and family engagement initiatives.
- Integrate patient and family engagement into personnel policies and practices.

- [Note: you may wish to end the presentation in one of the following ways:
 - Download and show the AHA Video: Patient-and Family-Centered Care: Partnerships for Quality and Safety
 - Ask a patient or family member to speak to leadership about his or her experiences receiving care at your hospital]

Thank you!

- For questions or more information:
 - **[Insert contact name and information]**