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 identify 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

• 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]