

Insert hospital logo here


Communicating to Improve Quality Training

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

Today's session

- What is patient and family engagement?
- What is the patient and family experience in our hospital?
- Communicating to Improve Quality strategy and tools
 - **What are we asking patients and families to do?**
 - **What are we asking you to do?**
- Practice exercises

What is patient and family engagement?



What is patient and family engagement?

Patient and family engagement:

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

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

Why patient and family engagement?

[Adapt to hospital]

- Include story from leadership about the importance of patient and family engagement and the goals for the effort
- Include specific goals and data for the hospital
- Refer to or adapt the information as needed from “How Patient and Family Engagement Benefits Your Hospital,” which is included in the *Guide* resources under “Information to Help You Get Started”

Why focus on communication?

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

What is the patient and family experience at our hospital?



What is it like being a patient?

Clinicians and hospital staff

- Know how the hospital works and how to get things done
- Know who hospital staff are and what they do
- Are busy and under a lot of stress
- Want to provide high-quality and safe care

Patients and family

- Are strangers in this environment
- Don not understand the system or culture
- Know about their body and life situation better than hospital staff
- Do not know who different staff are and what they do
- May want family or friends to support them
- Are often in pain or uncomfortable, vulnerable, or afraid
- Are worried and want to do what they can for the patient (family members)
- Aware that hospital staff are busy and may not want to bother you
- Trust hospital staff to provide safe and high-quality care

What is it like being a patient? (continued)

- [Insert 1 to 2 experiences from real patients or family members:
 - Live presentation or story
 - Video
 - Vignette or quote]

Communicating to Improve Quality



- Strategy and tools

What is the communication packet?

- Give three tools to the patient and family prior to or at admission:
 - **Tool 1: Be a Partner in Your Care**
 - **Tool 2: Tips for Being a Partner in Your Care**
 - **Tool 3: Get to Know Your Health Care Team**

What will you need to do?

- Before you enter the room:
 - Read the patient's chart
- When you enter the room:
 - Make eye contact with the patient
 - Smile, if appropriate
 - Introduce yourself by name and role
 - Introduce new people in the room by name, role, and what they will do
 - Have conversations at eye level

What will you need to do? (continued)

- When you first assess the patient:
 - Ask how the patient prefers to be addressed
 - Identify family who should be partners in care
 - Highlight main points of communication tools
 - Invite the patient and family to use the white board to “talk” with clinicians

What you will need to do throughout the hospital stay?

- Include the patient and family as members of the health care team:
 - **Welcome the patient and family and acknowledge their expertise**
 - **React positively when people ask questions, volunteer information, share concerns, or want to take part in treatment decisions**

What you will need to do throughout the hospital stay? (continued)

- Ask about and listen to the patient and family's needs and concerns:
 - Use open-ended questions
 - Try to see the experience through their eyes
 - Listen to, respect, and act on what the patient and family say
 - Help them articulate their concerns when needed

What you will need to do throughout the hospital stay? (continued 2)

- Help the patient and family understand the diagnosis, condition, and next steps:
 - Give timely and complete information
 - Take every opportunity to educate the patient and family
 - Use teach back to make sure you explained clearly
 - Find out how much information they want to know
 - Speak slowly
 - Use plain language
 - Invite them to take notes
 - Find someone who can answer a question if you cannot

What is teach back?

- An opportunity to assess how well clinicians explained a concept, and, if necessary, re-teach the information
- Ask the patient and family to repeat back **in their own words** what they need to know or do to be sure **you explained things well**
- Tips for teach back:
 - Start slowly
 - Do not ask yes or no questions
 - Chunk information when explaining more than one concept and use teach back after each concept

How do these tools benefit you?

- Help make sure your patients have better outcomes
- Help improve quality and safety by making sure patients and families share important information
- Ensure the patient and family have a better transition from the hospital

Practice exercises



Vignette 1

- Jack has just been wheeled into his room in the med-surg unit after having a TURP (transurethral resection of the prostate). He is very happy about finally getting through the surgery and being on this unit, but he is still in pain and uncomfortable and wants to see his wife Emily as soon as possible.
- The first person who comes into his room is his bedside nurse, Angela. In this exercise, Angela comes in to do her initial nursing assessment, but Jack interrupts to ask her who she is and what can she do about his pain and discomfort. He also wants to know when his wife can visit him. He is clearly a bit nervous.

Vignette 1 (continued)

- Debrief Angela and Jack:
 - What did Angela and Jack say to each other?
 - How did you each feel during this interaction?
 - What went really well?
 - What could have been done differently?
 - Anything else?

Tips for effective engagement

- Speak slowly
- Use plain language
- Reassure the patient and family by giving information
- Thank the patient and family for calling attention to any issue they raise and do not act annoyed
- Invite them to continue asking questions
- Remember that nonverbal communication says just as much as verbal communication

Vignette 2

- The attending physician, John Gladstone, after hearing from Angela about Jack's pain and discomfort, has just told Jack that he is putting him on a stronger dose of a different pain medication.
- Jack expresses worry because he had bad side effects from a similar medicine in the past. Emily, Jack's wife, who is there at the time, reinforces that experience.

Vignette 2 (continued)

- Debrief:
 - What was said during the interaction?
 - How did each of you feel during this interaction?
 - What went really well?
 - Did you use any of the tips? If so, which ones and how did they work?
 - What could have been done differently?
 - What's your biggest take home from these exercises?

Final thoughts

- Our hospital is committed to patient and family engagement – everyone plays a critical part
- Patients and families won't engage if they believe that you don't want them to—it is simply too risky for them
- Your job is to make it safe for them to be here, not just as patients but as partners in their care

Thank you!

- For questions or more information
 - **[Insert name, phone number, and email]**