The Power of Partnership: Across the Organization

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Patient & Family Centered Care Partners

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Objectives

1. Understand the value and positive impact of partnering with patients & families in the care relationship.

2. Learn to create a culture of patient- and family-centered care across the organization.

3. Outline how a partnership with patients and families can create improvements across an organization.
Partnership

a contractual relationship between two or more persons carrying on a joint business venture with a view to profit, each incurring liability for losses and the right to share in the profits

World English Dictionary
Definition of Family

Families are big, small, extended, nuclear, multigenerational, with one parent, two parents, and grandparents. We live under one roof or many. A family can be as temporary as a few weeks, as permanent as forever. We become part of a family by birth, adoption, marriage, or from a desire for mutual support… A family is culture unto itself, with different values and unique ways of realizing its dreams; together, our families become the source of our rich cultural heritage and spiritual diversity… Our families create neighborhoods, communities, states, and nations.

Polly Arango, Family Voices, Algodones, NM
AAP/Family Voices/MCHB/NACHRI and Shriners Hospitals for Children presentation
Definition of PFCC

**PATIENT & FAMILY CENTERED CARE** is care that is responsive to individual patient preferences and needs while assuring patient values guide clinical decisions.

*Crossing the Quality Chasm, A New Health System for the 21st Century, Institute of Medicine, 2001*
Core Concepts of PFCC

- Partnership
- Respect
- Choice
- Information Sharing
- Strength Based
- Flexibility
- Collaboration
- Empowerment
- Support
- Communication
Service Delivery Model vs Partnership Model

**Service Delivery**
- Relies on service provider
- Recognizes the service provider as the expert
- Responsibility for the relationship lies with provider

**Partnership**
- All partners have equal weight
- All partners are recognized for their area of expertise
- All partners carry responsibility for the relationship
INTERdisciplinary

healthcare provider

patient & family

healthcare organization
Impact on Patient-Provider Relationship

- Sets the table for collaboration
- Increases the communication
- Infuses the relationship with accountability
- Assures care plan will work within the family structure
- Empowered families more likely to share challenges
- Avoids Learned Helplessness
Emotional Reactions of Families

- Fear
- Guilt
- Desperate
- Isolated
- Overwhelmed
- Anger
- Confused
- Denial
- Disappointed
- Helpless
- Loss
- Panic
- Envy
- Isolated
- Overwhelmed
Strategies for Partnering

- Open ended questions to clarify patient’s & families’ understanding
- Provide choices
- Provide unbiased information
- Use interpreters
- Gather all appropriate resources before entering the room
- Assess patient’s & families knowledge of medical condition
- Use simple language
- Use many concrete examples
- Understand & respect Functional Culture
- Patience & Open Mindedness
- The Teach Back Method

Benefits

• Decreases emotional distress with better coping during procedures, hospitalization, post-hospital period, and recovery**

• Provides more efficient and effective use of professional time and health care resources**

• Improves clinical decision-making on the basis of better information and collaborative processes**

**Family-centered care and the pediatrician’s role Guidelines, American Academy of Pediatrics, 2004 *
Partnership Across the Organization

- Patients & Families
- Experience
- Sustainability
- Quality
- Safety
- Foundation
Essentials of PFCC in an Organization

- Patient Family Advisory Councils
- Open Visiting
- Bedside Rounding
- Patient & Family Advisors Integrated on hospital committees
- Each individual in the organization assumes responsibility for meeting PFCC standards
- Patients involved in program design and development
- Patients involved in Quality and Safety Initiatives
- Peer Support Programs
Initiating the Culture Shift to PFCC

• **STEP 1:**
  • Top Down Buy In
    • Philosophically,
    • Programmatically,
    • Financially
  • Identify your champions
  • Every leader holds staff accountable for PFCC
  • Tie into Strategic Plan
  • Assessment of current state
Initiating the Culture Shift to PFCC

• **STEP 2:** PFCC Interdisciplinary Team
  
  • Defined scope of work
  
  • Representing all areas of the hospital
  
  • Touch point for all PFCC related programs, activities
  
  • Initiate PFCC Training
  
  • Lead the integration of Patient & Family Advisors
  
  • Responsible for infusing PFCC into the culture
  
  • Document & Publicize wins
Initiating the Culture Shift to PFCC

• Step 3: Start a Patient & Family Advisory Council

• Representative of the population served

• Established lines of communication

• Lay the groundwork

• Identify qualifications

• Recruit

• Training

• Integration
Challenges of PFCC

- PFCC requires a Culture Shift
- Coordinated effort with Customer Service
- Seasoned staff resistant
- Need for data driven results
- Allocating Resources to provide PFCC training & Initiatives
- Inaccurate assessment of current state
- Transparency is threatening
- Overburdened systems, disengaged employees
- Engaging Patients & Families is difficult, takes time and sustained effort
- It takes too much time
- We can’t do that with the population that we serve
Benefits to Your Organization

• Increased Patient & Family Satisfaction*
• Empowers Families Self Reliance by creating a more effective learning environment
• Improves clinical outcomes*
• Reduces health care costs & litigation*
• Improved staff satisfaction*
• Improves follow-through when the plan of care is developed collaboratively with families**

* Cincinnati Children’s Hospital
The Potential...

Patients & Families working alongside Health Care Executives, Physicians and Health Care organizations to design the new delivery of healthcare, ensuring that it works for both consumers and providers.
Contact Us!

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