

Enhancing Experiences in Care With Patient and Family Advisors

NCAHQ
Conference
April 2012



VIDANT HEALTH™

KEY IHI LEADERSHIP LEVERAGE POINT

**Put Patients and Families
on the
Improvement Team**



VIDANT HEALTH™

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OUR BLUEPRINT

Embracing a culture of patient and family centered care that drives our goals of:

- Zero Events of Preventable Harm
- 100% Optimal Care
- Exceptional Patient & Family Experiences



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BREAKING GROUND

Patient and Family Centered Care is an approach to the planning, delivery, and evaluation of healthcare that is grounded in mutually beneficial partnerships among healthcare providers, patients and families.

- Adapted from the Institute for Patient- and Family-Centered Care



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LAYING THE FOUNDATION

- BOARD ENDORSED
- INCLUDED IN FIVE YEAR QUALITY PLAN
- ADOPTED TRANSPARENCY PLAN
- INTEGRATED INTO STRATEGIC FRAMEWORK
- IMPLEMENTED RETURN TO CARE INITIATIVES
- CREATED CORPORATE AND ENTITY OFFICES OF PATIENT AND FAMILY EXPERIENCE



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THE CREW

It is the Purpose of the Vidant Medical Center Office of Patient and Family Experience to inspire and influence collaborative partnerships that enhance exceptional experiences in care.



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BY DESIGN: THE REAL DEAL

- Core Concepts of Patient and Family Centered Care
- System Wide Model
- Incorporated throughout employee experience
- Linked to Standards of Performance



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THE NEIGHBORS: PFCC STAFF CHAMPIONS

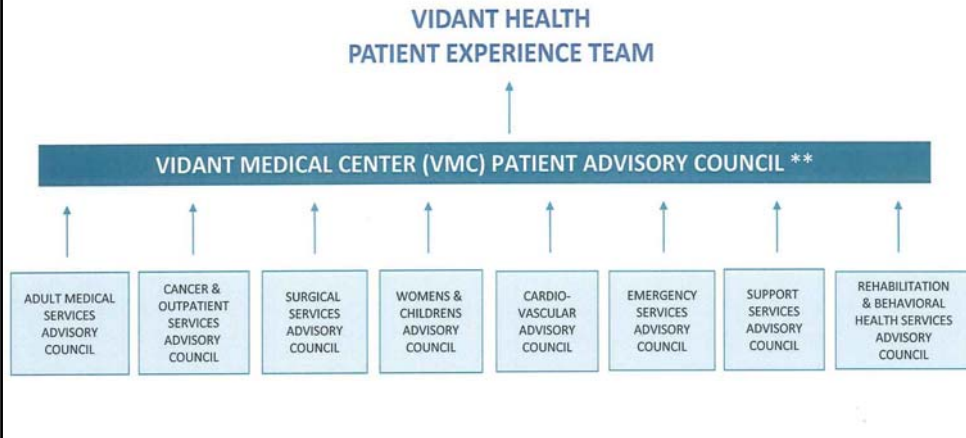
A diverse team that serves to create and support a culture that fosters partnerships between patients, families and staff.



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PATIENT FAMILY ADVISORY COUNCILS

It is our goal to have advisors at decision-making tables and to view care through the eyes of the patient.



LEADERSHIP DEVELOPMENT



Leaders are challenged and expected to champion patient and family centered care.





BUILDING A TEAM OF ADVISORS

✓ Design a process for selection and recruitment of advisors

- PATIENT FAMILY ADVISORS:*
- *Share important perspectives*
 - *Teach how systems truly work*
 - *Inspire and energize staff and leaders*
 - *Strengthen connections to the community*

✓ Provide orientation

✓ Educate advisors on project aim

✓ Match interest and skills with priorities

✓ Facilitate relationships between advisors and leaders & staff

ADVISORS AT WORK

- Storytelling
- Patient Safety
- Safety Liaisons
- Quality Teams
- Patient Experience Mapping



- Responsiveness
- Communication
- Staff Education
- Patient Education



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STORYTELLING

- Strategy to engage the heart and mind
- Scott's story
- Venues
 - Storybook: *Connections*
 - Board Meetings
 - Manager Meetings
 - Huddles
 - Videos
 - Internet



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PATIENT SAFETY



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SAFETY LIAISONS



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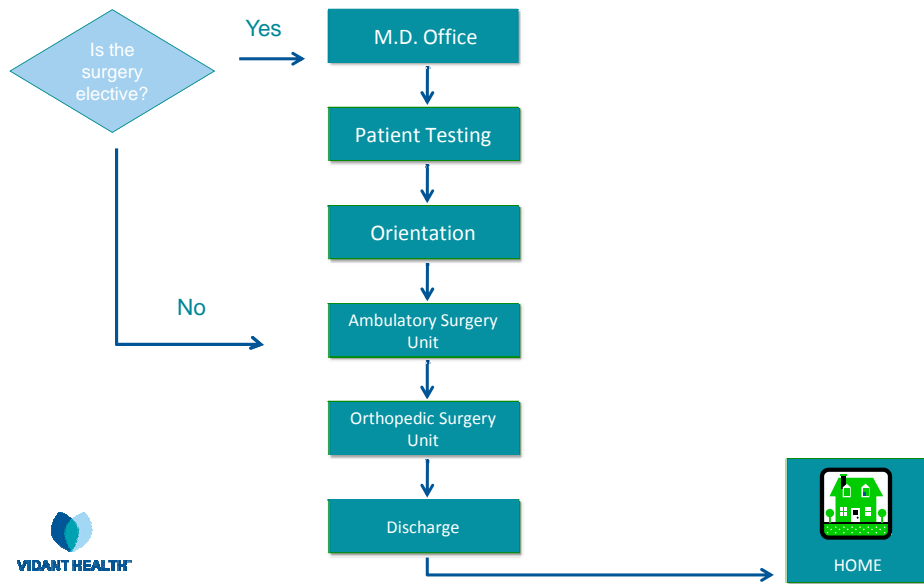
QUALITY TEAMS

- Falls with Harm
- CaUTI
- Skin Breakdown
- Medication Errors with Harm
- VAP
- Hand Hygiene
- Central Lines



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PATIENT EXPERIENCE MAPPING – JOINT REPLACEMENT EXPERIENCE



COMMUNICATION TOOL

1 HOT CALOR	2 COLD FRÍO	3 HUNGRY THIRSTY HAMBRE / SED	4 BATHROOM BAÑO
5 MOVE ME MUEVEME	6 BATHE ME BAÑAME	7 MOUTH CARE/ SUCTION LIMPIA MI BOCA SUCCIONAME	8 PAIN DOLOR
9 WHAT'S GOING ON? ¿QUE ESTA PASANDO?	10 TIME OUT VASTA	11 FAMILY FAMILIA	12 NURSE ENFERMERA

A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
0	1	2	3	4	5	6	7	8	9			

FRONT

BACK



STAFF EDUCATION



PATIENT EDUCATION

Reviewed by
patients and families

Vidant Health promotes and supports an approach to care that puts the patient and family at the center of the care team.



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Grandfather Mountain- September 2006



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December 14, 2006... My Life Changed Forever



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Dark Days

