



1



Patient and Family Engagement

- What does it mean to you?
- What does it mean to your patients and their families?
- What does it mean to providers/staff?

2

Patient and Family Engagement

Patient and family engagement (PFE) has been defined as: "Patients, families, their representatives, and health professionals **working in active partnership** at various levels across the health care system — direct care, organizational design and governance, and policy making — **to improve health and health care.**"



3



What does it really look like?

Clinics can create opportunities for patient and family partnerships through:

- Care Coordination
- Educating on Community Resources
- Surveying Pts and Families about their Experience
- Shared Decision-Making
- Asking What Matters to Them
- Patient and Family Advisory Councils
 - Signage Review
 - Discharge Paperwork Review
 - Check In Process Review

4



5

Communication/Care Plan Involvement

- Staff and Clinicians communicate with open ended questions – inviting the patient to insert their thoughts/perspective vs a 'yes' or 'no' answer
- Clinicians consistently encourage patients to discuss work/life balance as well as their home life and any social situations/concerns they may have
- Staff note patient preferences for treatment in the patient's record and are consistent with where preferences are documented – what matters to them
- Patients use the access to their patient portal as well as provide information about their health and care on that platform



6

Shared Decision Making

- Consistently involve patients in developing treatment goals
- Work with patient for appropriate goal-setting which will help result in positive behavior changes
- Consistently have subsequent discussions with patients regarding their options during treatment and their preferences
- Follow-up to assist patients in managing their goals, medications, therapy, or needs

7

Strategies – Patient Resource Outreach

- Complete a risk assessment with patients
- Provide feedback on their patient assessment
- Refer patients to health promotion programs, as needed
- Encourage/educate on a Healthy Eating Program, as appropriate
- Encourage/educate on a Physical Activity Program, as appropriate
- Encourage/educate on a Prevention/Wellness Program, as appropriate
- Sponsor or participates in a School Physical Program/School Health Clinic



8

- Patient and Families engage with clinicians in collaborative goal setting – include in the medical record
- Patient and Families are listened to, respected, treated as partners in care
- Actively involve families in care planning and transitions
- Pain is respectfully managed in partnership with patient and family
- Range of emotional, spiritual, and practical supports available to Patient and Families

Family Involvement and Support



9

Patient Self-Management



- Openly and consistently discusses disease self-management options to hear patient's goals
- Provides or organizes at home monitoring devices and/or tools to assess blood sugar, medication management, blood pressure, etc.
- Consistently provides follow-up with patients about their care plan, goal setting, barriers met, ways around, etc

10

Diversity and Disparities

- Careful collection and measurement by race, ethnicity, language
- Patient and Families provided timely access to interpreter services
- Navigator programs for minority and underserved patients
- Educational materials at appropriate literacy level
- Staff acknowledge the individuality, culture, capacity, and abilities of each Patient and Family
- Staff reflects the diversity of the communities served

11

End of Life/Advanced Serious Illness



For this set of patients – involving families as patient wishes:

- Clinicians and staff consistently discuss importance of advance directives
- Clinicians and staff consistently discuss hospice care options with patients
- Clinicians and staff consistently discuss palliative care options - possibility of both hospital based or community based

12

Organization-Wide Quality of Care

Does the practice have any of the following:

- Specific patient activities to include them in quality improvement teams
- Patients advising on processes/policies in place or that might need developed
- Patient Advisory Councils



13

Community Partners/PFE Implementation



14



15

Engaging patients and families is the right thing to do....

- Supported by experience, expertise, and scientific knowledge
- Consistently demonstrates improved patient outcomes
- Decreases employee burnout; improves staff relationships; enhances patient-caregiver interactions
- Patients are happier, more satisfied; have better clinical outcomes; heal more quickly; are in less pain, and stay healthier
- Improves quality of life – patients and staff
- Profitable business model

16

Change is Needed

According to CVS, nearly 50% of people with a prescription for a chronic condition like cardiovascular disease stop taking it within the first year.

A study of patients surveyed to assess their knowledge revealed the following: only 41.9% were able to state their diagnosis or diagnoses; 27.9% were able to list all their medications; 37.2% were able to state the purpose of their medications.

17

Makes a Difference: 'What makes people recommend either their doctor or practice?'

- In a Press Ganey study of over 3.5 million medical practice encounters, The top three drivers were interesting:
- confidence in their provider;
 - teamwork from the clinicians; and
 - whether providers and staff showed concern for their worries

18

Makes a Difference: 'What makes people recommend either their doctor or practice?'

"The customer experience is fundamentally about doing the right thing and caring about the things that all of us in medicine should care about—competency, teamwork, and compassion."

19

Seven horizontal lines for writing notes.



20

Seven horizontal lines for writing notes.

Takeaways section with an icon of a network of people and a list of seven bullet points: Give them resources, Being human, Power of compassion, Honest conversations, Encourage patient and family, Lower defensiveness.

21

Seven horizontal lines for writing notes.

Know their WHY
Help keep their vision
Make them a human vs a patient



Be honest
Have direct conversations
Provide resources and information

@Stand4Patient
#ShareSharonsStory

22

Service Recovery

Happy patients refer and return

- Follow-up on any patient feedback you receive - not on a wild goose chase, but from actual concerns
- Follow through on items shared to make the future experience better for all
- Poor service or perspective of such - can be attributed to inefficiencies, stress, lack of training
- Be clear, kind, and compassionate - most are frustrated, scared, lacking means to pay, uninformed and just want someone to listen
- Strong customer service from scheduling to insurance/billing
- Consider virtual availability - afterhours, patient portal, payments, appointments, information



23



Next Steps

- Finish Self-Assessment Notes/Action Items
 - review comments and fill in any unknowns
- Develop Team for Patient and Family Centered Initiatives
- Identify Priority Areas
- Create Action Plan

24



25

CONTACT ME

Susan Runyan

- runyanhquality@gmail.com
- 620.722.8366



26

Funding Acknowledgement

This project is/was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under Rural Hospital Flexibility Program. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.



27
