

# The Role of Patient Family Advisory Councils for Quality and Safety (PFACQS) to Support Sepsis Improvement

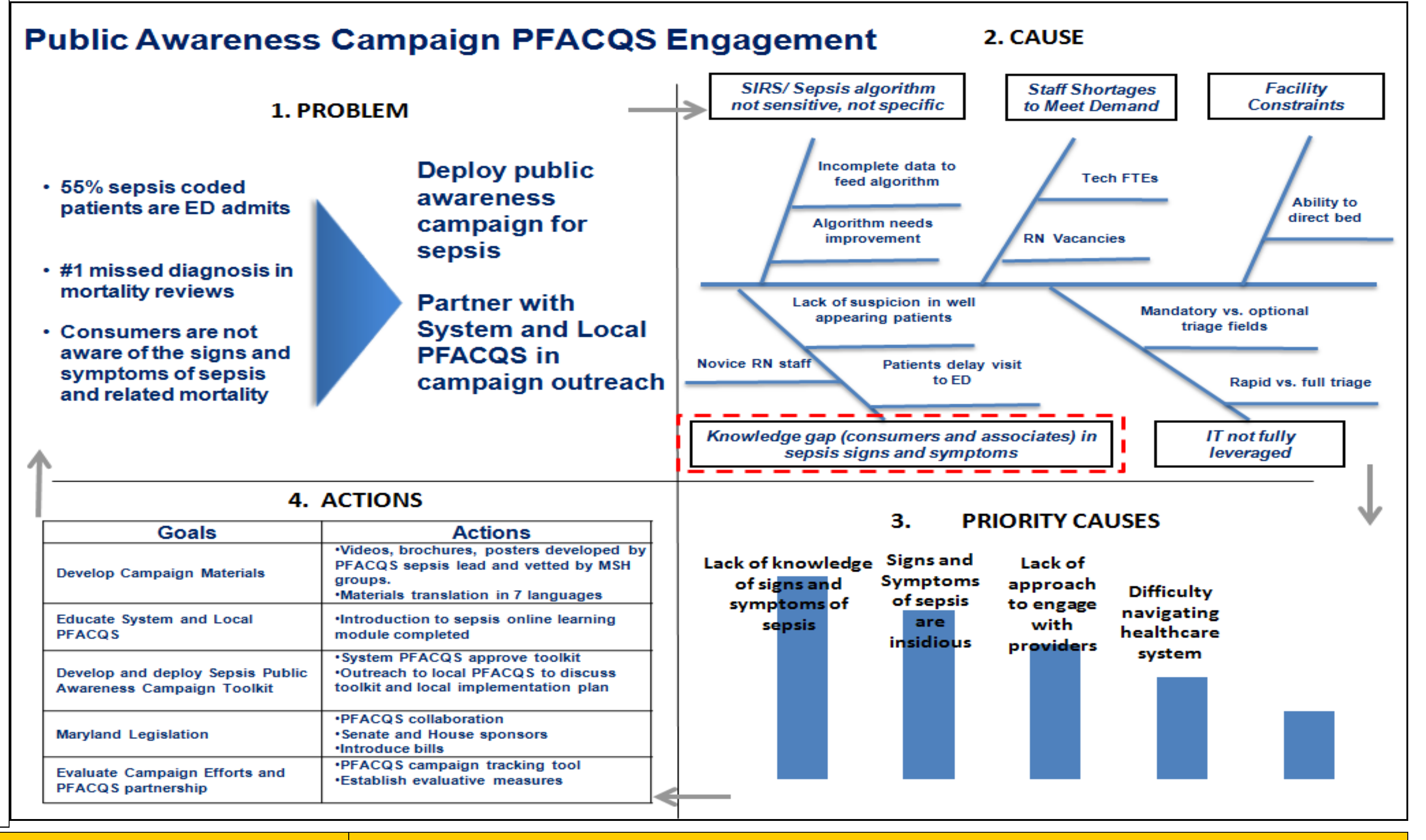
Armando Nahum, PFACQS Sepsis Lead; Jeanne DeCosmo, BSN, MBA, CPHQ;  
Jennifer McQueeney, MSE; Meena Seshamani MD PhD;

Background	AIM
<ul style="list-style-type: none"> <li>•&gt; 55% of sepsis coded patients are ED admits</li> <li>•Sepsis is insidious, making diagnosis challenging, especially for the “not so obvious” patient</li> <li>•Sepsis is #1 missed diagnosis in mortality reviews</li> <li>•Less than 1/3 of adults could correctly identify all of the symptoms of sepsis (Sepsis Alliance 2016)</li> </ul>	Engage MedStar Health Patient and Family Advisory Councils for Quality and Safety in advancing sepsis care improvement.

## System and Interdisciplinary Collaboration Through the Sepsis Advisory

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>•Sr. Executive Sponsors</li> <li>•Physician/Nurse Sepsis Collaborative Leads</li> <li>•PFACQS Lead</li> <li>•Physician/Nurse dyad from each MedStar site</li> <li>•Clinical Quality</li> <li>•Performance Improvement</li> <li>•Patient Safety</li> <li>•Data and Analytics</li> <li>•Human Factors</li> <li>•Organizational Effectiveness</li> </ul> | <ul style="list-style-type: none"> <li>•Emergency Department</li> <li>•Simulation Training and Education Lab (SiTEL)</li> <li>•Infection Prevention</li> <li>•Coding and Documentation</li> <li>•Information Technology</li> <li>•Pharmacy</li> <li>•Respiratory</li> <li>•Laboratory</li> </ul> |
|--|--|

## The Improvement Process



## Project Plan

- ### Planning and Development of Campaign Materials
- Sepsis PFACQS lead develops brochure, vetted by: research lead, human factors, Institute for Innovation
  - Sepsis PFACQS lead produced video "What You Need to Know About Sepsis"
  - Sepsis Prevention Education website page launch
  - Introductory sepsis learning module developed
  - PFACQS campaign implementation toolkit developed
- ### Educate and Engage PFACQS
- Sepsis PFACQS lead participate in clinical improvement meetings
  - System PFACQS deem sepsis a key priority
  - PFACQS members complete the introductory learning module
  - Campaign materials, toolkit and online transparent tracking tool shared with each PFACQS
  - PFACQS identify unique grass roots outreach strategies, request materials translation and introductory presentation deck
  - PFACQS led legislation for state-wide sepsis awareness campaign introduced and bills unanimously adopted
  - PFACQS panel discussion at annual sepsis conference
- ### Evaluate and Spread
- Identify quantitative and qualitative measures (process and outcome)
  - Solicit feedback from entity PFACQS teams: needs, outreach efforts
  - Spread learnings across the system

## PFACQS Developed Materials

## Evaluation

**Sepsis PFACQS Media, Materials, and Community Outreach Tracking**

**Online Module**

Tactics	Information Needed	Responses
Number/percent of PFACQS members that watched the online module (MedStar Health Introduction to Sepsis - 09-022586)	Number of PFACQS members that watched (e.g., 87) Total number of PFACQS members (e.g., 887) Percentage (populated once the numbers are entered)	Error numbers above to calculate percentage

**Brochure**

Tactics	Information Needed	Responses
Name of department/location where brochure is displayed	Department name/location (e.g., Intensive Care / Waiting room)	1-20

Tactics	Information Needed	Language	TOTAL	Inception - 3/2018	4/2018 - 6/2018	7/2018 - 9/2018	10/2018 - 12/2018
Number of brochures ordered/distributed	Number of brochures per language (e.g., 200)	English	0	0	0	0	0
		Spanish	0	0	0	0	0
		Arabic	0	0	0	0	0
		Korean	0	0	0	0	0
		Somali	0	0	0	0	0
		Other	0	0	0	0	0

- ### Quantitative
- Trending SIRS/Sepsis alert composition
  - #ED sepsis dx/total ED visits
  - # Prompt care transfers for sepsis/total promptcare visits
  - Mortality
- ### Qualitative
- Add questions to ED and Visiting Nurses CAPHS
  - Interview sepsis patients: knowledge before vs. after hospitalization
  - # ED pts asking “could this be sepsis”?