

Patients First

The Heart of Clinical Care Redesign

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Background

Hartford HealthCare is on a journey to redesign clinical care by implementing service line specific best practice care pathways and to be successful, organizational leaders identified patient engagement as a top priority. With the patient at the epicenter of medical decision making, access to the right tools, resources and education has been linked to increase health literacy to be more informed partners in care. Research suggests that patient engagement is associated with improved patient experience, health and quality of life.



Cirugía de colon

Una lista de control para pacientes

Podręcznik pacjenta

Poczuć się
lepiej, szybciej

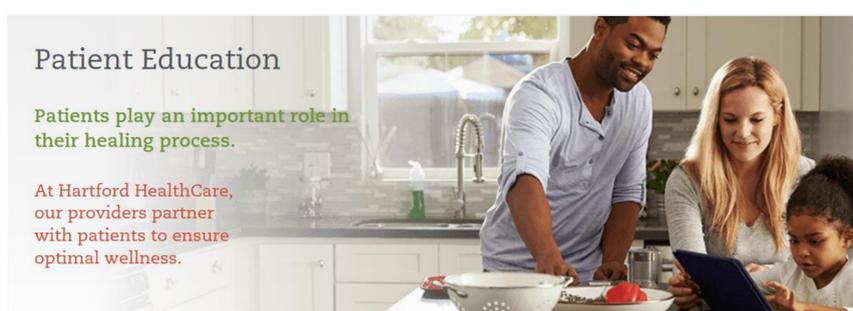
Szybsza rekonwalescencja po operacji

Project Aim

Provide tools and resources that are patient-centered embracing respect, information sharing, collaboration and innovation. Enhance communication techniques that are culturally sensitive and in a language and a health literacy level the patient can understand.

Project Design/Strategy

The Clinical Care Redesign (CCR) team realized the opportunity with patient engagement after assessing the surrounding community in relation to patient access, demographics and identifying knowledge gaps. With the primary task to improve quality and clinical outcomes, reduce care variation and improve cost efficiencies, leading with the patient at the forefront of care management remained a primary driver. It was important to reflect on the following **1) Understand quality trends and patient outcomes** **2) Determine how the organization can better partner with the patient and community** **3) What new measures can be taken to maximize patient readiness that will empower them to take charge of their care?** To be true leaders in healthcare, the organization realized there was significant opportunity to improve patient engagement.



Patient Education

Patients play an important role in their healing process.

At Hartford HealthCare, our providers partner with patients to ensure optimal wellness.

<https://hartfordhealthcare.org/patients-visitors/patients/patient-education>

Actions Taken

Utilized Plan, Do, Study, Act (PDSA) method to test the change. Developed best practice care pathways for specific disease processes. Created educational reference tools with Marketing that included brochures, comprehensive patient guides and calendars. Produced two professional videos with a media company. Developed multilingual educational materials. Collaborated with web development to create a patient education webpage. Submitted a proposal for internal funds and was awarded \$30,000. Medical offices to be supplied with electronic tablets for patient access and education. Strengthen partnership with the Patient Experience and the Patient and Family Advisory Council.

Outcomes



Direct patient feedback includes:

- Patient readiness
- Understanding of medical condition, diagnosis, disease, or disability
- Patient engagement to make independent and informed decisions
- Adherence to pathways as the patient is motivated to follow recommendations

Secondary clinical outcomes related to enhanced recovery for colorectal surgery linked to decreased LOS, reduced inpatient complications and early mobilization