Patient Centered Care

Learning Session 2
May 2014

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Our Guiding Principle

Model for Improvement

What are we trying to accomplish?
How will we know that a change is an improvement?
What change can we make that will result in improvement?

Act
Plan
Study
Do
Patient and Family Centered Care (PFCC)

“Health care that establishes a partnership among practitioners, patients, and their families (when appropriate) to ensure that decisions respect patients’ wants, needs, and preferences and that patients have the education and support they need to make decisions and participate in their own care”.

- The US Institute of Medicine

Patient and Family Centered Care

- People are treated with respect and dignity.
- Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful.
- Individuals and families build on their strengths through participation in experiences that enhance control and independence.
- Collaboration among patients, families, and providers occurs in policy and program development and professional education, as well as in the delivery of care.

Source: Institute for Family Centred Care, Bethesda USA
Patient and Family Engagement

Communication | Information | Collaboration | Participation

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PFCC Requires a Shift of Focus

We are asking staff and patients to re-learn how to work with one another and to recognize and adjust the professional and cultural models that they have learned.
A Powerful Evolution

Do it to me. Do it for me. Do it with me.

Martha Hayward
Patient Advocate

Getting Your Focus Right

Warm but chaotic
Efficient but impersonal
Unpleasant and inefficient
Everything works

Relational

Transactional

J Cornwell Point of Care

Jocelyn Cornwell Point of Care foundation
The mission of Planetree, founded in 1978, is to serve as a catalyst in the development and implementation of new models of health care that cultivate the healing of mind, body, and spirit; that are patient-centered, value-based, and holistic; and that integrate the best of scientific medicine with time-honored healing practices.

Planetree's 10 Core Components for Patient-Centered Care

1. Human Interaction
2. Family, Friends, & Social Support
3. Information & Education
4. Nutritional & Nurturing Aspects of Food
5. Architectural & Interior Design
6. Arts & Entertainment
7. Spirituality
8. Human Touch
9. Complementary Therapies
10. Healthy Communities
Kings Fund PFCC Programme
Theoretical Basis

- Consider all drivers of patients’ experience
- Includes staff experience
- Includes clinical care and the concept of reliability
- Understand patients’ experience
- Design a good experience
- Organisational support to maintain momentum
- Establish aims and measures
- Small tests of change

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In Short

- Leadership and Culture
- Reliable and Respectful care
- Motivated, competent staff
Key Success Factors

Leadership, at the level of the CEO and board of directors, sufficiently committed and engaged to unify and sustain the organization in a common mission.

A strategic vision clearly and constantly communicated to every member of the organization.

Involvement of patients and families at multiple levels, not only in the care process but as full participants in key committees throughout the organization.

Care for the caregivers through a supportive work environment that engages employees in all aspects of process design and treats them with the same dignity and respect that they are expected to show patients and families.

Systematic measurement and feedback to continuously monitor the impact of specific interventions and change strategies.

Quality of the built environment that provides a supportive and nurturing physical space and design for patients, families, and employees alike.

Supportive technology that engages patients and families directly in the process of care by facilitating information access and communication with their caregivers.

WEARING NEW GLASSES...
seeing the hospital/service from the perspectives of patients and families

<table>
<thead>
<tr>
<th>Examples of patient- and family centered policies, programs, design, or practices</th>
<th>Areas for Improvement</th>
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<tbody>
<tr>
<td>If you could make one change to improve the experience of care and to be more responsive to patient and family preferences, priorities, values, strengths, and needs, what would it be?</td>
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5/7/2014
Understanding Patient-Centered Care in Your Context

• What is good?
• What could be improved?
• Examples?
• PDSA's?

Generating Ideas for Engaging Patients and Families in Improvement
Innovation

“The greatest discovery comes not from seeing new landscapes but in seeing the familiar with new eyes.”
Marcel Proust

To Innovate is to Thrive

The key to unlocking innovation is to apply both types of thinking with equal authority and in the right order.
Innovation in Healthcare

IDEO – “The Deep Dive”™

- IDEO is one of America’s Leading Design Firms.
- IDEO’s special ingredients:
  - Teams
  - Culture
  - Methodology
  - Deloitte Consulting Limited™
How might we....?

...Engage patients and families in preventing harm and reducing risk?

Rules for Idea Storming

Chose one or two “how might we” scenarios....
- encourage wild ideas
- go for quantity – want more than 500 ideas
- defer judgment
- be visual – draw pictures
- one conversation at a time
- build on ideas of others
- stayed focused on topic (“how might we...” scenarios) Write each idea on paper provided
Design Challenge

How might we engage patients, families and caregivers in improving care?

Storytelling

• Recall an actual story or experience which relates to the specific design challenge. (personal, friend or family member or work-related experience)
  – Who was involved?
  – What happened?
  – How did individuals feel and react?
• Give an example-Tell stories in small groups. (no more than 2 minutes each)
Multi-voting/Select Top Ideas

Cluster together similar ideas from the brainstorming exercise.

Use dots to vote:
- What are your personal favorites?
- What idea would you most like to try on your unit?
- What idea do you think will have the biggest impact toward achieving the “how might we…”

Matrix of Change Ideas

Place concepts in matrix. Strive for easy, low-cost solutions. Translate high-cost solutions into low-cost alternatives.
Practical Ways for Involving Patients and Families

- Participating in a safety walk rounds.
- Changing the concept of families as visitors.
- Including the patient and family in handovers /nurse change of shift report.
- Including patient and family in the MDR rounding process.
- Including patients and families in preventing harm and reducing risks.
- Initiating Condition H.
- Developing peer support programs.

Patient Centered Care Key Changes

Rounding with physicians
Tested 5 questions & time
1- Progress on tests from previous day
2- Problems over night
3- Plan for the Day
4- Plans for Discharge
5- Patient/family questions

White boards in patient rooms
What is the most important thing we can do for you today?
Express Admission Nurse
Walk In My Shoes…

- Cleveland clinic
- https://www.youtube.com/watch?v=cDDWvj_q-o8

You are this Hospital

You are what people see when they arrive here.

Yours are the eyes they look into when they're frightened and lonely. Yours are the voices people hear when they are in the lifts and when they try to sleep and when they try to forget their problems. You are what they hear on their way to appointments that could affect their destinies and what they hear after they leave those appointments.

Yours are the comments people hear when you think they can't. Yours is the intelligence and caring that people hope they'll find here. If you're noisy, so is the hospital. If you're rude, so is the hospital. And if you're wonderful — so is the hospital.

No visitors, no patients can ever know the real you, the you that you know is there — unless you let them see it. All they can know is what they see and hear and experience.

And so I have a stake in your attitude and in the collective attitudes of everyone who works at Cooley Dickinson Hospital. We are judged by your performance. It is judged by the care you give, the attention you pay and the courtesies you extend.

Thank you for all you are doing. CEO Cooley Dickinson Healthcare Org