

# Tackling projects: Using your PFAC for safety & quality improvement

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## Agenda

1. Welcome and review of VLS/ Networking calls
2. Overview of Process to begin work on Projects
3. Highlight: Grand Itasca Clinic and Hospital- Kayla Perkins, Patient Experience Coordinator
4. Ideas for projects
5. Measuring outcomes
6. Questions/Comments



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### Virtual Learning Sessions (VLS)

- Occur every other month on the 3<sup>rd</sup> Thursday at 11-12 CST, 12-1 EST
- Topic specific
- Highlights examples from the field

### Networking Calls:

- Occur on the opposite 3<sup>rd</sup> Thursday at 9-10 CST, 10-11 EST
- An opportunity to dig deeper with VLS topic
- Sharing ideas, what works well and what hasn't worked well
- A chance to connect with other hospitals on PFE.



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If you need information for the VLS or networking calls:

Minnesota:  
Contact Kimberley Huntington  
[Khuntington@mnhospitals.org](mailto:Khuntington@mnhospitals.org)

New Hampshire:  
Contact Tanya Lord  
[tanyalord@comcast.net](mailto:tanyalord@comcast.net)



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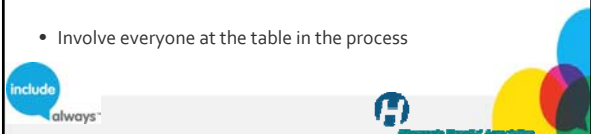
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Projects:

- Start small, preferably knowing you will have a "quick win"
- Bring something to the group that you think will be meaningful to them
- Ask the PFAC what they are interested in or in ideas for improvement
- Think about what your hospital is currently working on
- Involve everyone at the table in the process



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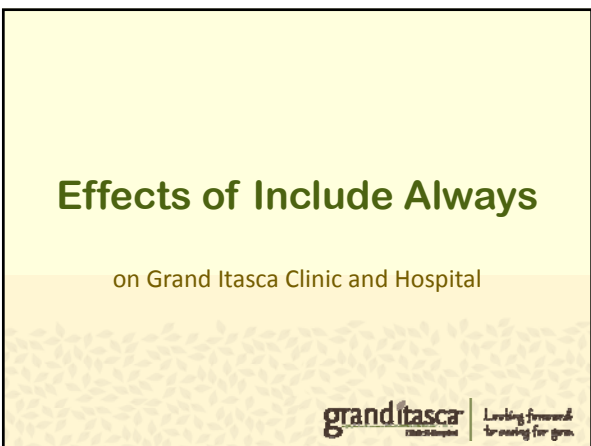
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## Effects of Include Always

on Grand Itasca Clinic and Hospital



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### How are we tracking the effects?

- Quality team continues to monitor projects and improvements through the PFE Innovation Log
- Quality team will compare patient satisfaction scores (C-CAHPS and H-CAHPS) with project timeline/PFE Innovation Log
- Quality team will analyze patient feedback data with project timeline/PFE Innovation Log
- Quality will analyze variance reporting data with project timeline/PFE Innovation Log



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**Binders**  
Include Always:  
Program as a whole  
Be HEARD: Specific  
Topic Projects



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### Include Always Program at GICH



PFAC Facilitator      Patient and Family Committee  
PFAC Team      Be Heard Groups

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## Be HEARD Project Examples

**Include Always Committee Topic:**  
Putting Process Improvement Information out to the Community

Patient Committee determined a need to share more about what projects and improvements GICH is working on with our community

Be HEARD Group was formed and included  
2 patient Advisors  
Marketing Manager  
Quality Manager

Questions Discussed in meetings:  
How? When? What? Who?




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## Ideas/Innovation

Solutions Brought forward Included:

How: Press Releases- local papers, GICH Newsletter, GICH website

When: quarterly or three times a year

What: Pls the Include Always Patient Committee Recommended

Who: Completed by Be HEARD Group: Patient Advisor puts information together Quarterly including 1 featured item (Completed Project) and 2 in-progress projects information Shared to public by Marketing Manager




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## Outcomes:



NEO Patient Partnership Program - *Include Always*

The Quality Department at Grand...  
patients, participants will help shape how...  
feedback about their experience. Patients...  
Advisors committee, which will meet...  
For the heard group, we participate in the...  
patient-centered topics for a shorter...  
the Quality Department to come along for...  
If you are interested in participating...  
Program Participants based on our website...  
Patients, Patient Experience Committee...  
at 1-800-442-2222 with any questions.




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## Be HEARD Project Examples

**Include Always Committee Topic:**  
New Employee Orientation on Include Always

Patient Committee determined a need to share more about Include Always with our new employees.

Be HEARD Group was formed and included  
2 patient Advisors  
HR Manager  
Quality Manager

Questions Discussed in meetings:  
How? When? What? Who?



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## Ideas/Innovation

Solutions Brought forward Included:

How: Patient Advisors could present the power point we shared at all Department Meetings with the new employees on new employee orientation day.

When: Once a month

What: Introduce the concept of Patient Advisors and a power point to share Include Always Patient Partnership Program and Employee participation.

Who: 2 Patient Advisors (incase one can not make an orientation)



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## Outcomes:



New Employee Orientation will now include a 20 minute presentation from 2 of our patient advisors once a month



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## Be HEARD Project Examples

**Include Always Committee Topic:**  
Entertainment in the waiting areas Clinic

Patient Committee determined a need for some entertainment in the waiting areas due to the awkward silence, white coat syndrome, patient privacy etc.

Be HEARD Group was formed and included

- 2 patient Advisors
- IS Manager
- Facilities Manager
- Quality Manager

Questions Discussed in meetings:  
How? When? What? Who?



Looking forward to seeing you.

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## Thank you!

Any questions on our program please do not hesitate to call me directly  
Kayla Perkins (218) 999-1468



Looking forward to seeing you.

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## Questions?



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### Project Ideas

- Walk-about
- Health Literacy: Patient education, communication
- Signage
- What needs improvement in your facility?
- Ask various departments for ideas (nursing, dietary, etc.)
- D/C planning issues
- Training staff on PFE
- Policies and Procedures



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### Measurement

- Track the number of advisors, meetings and requests from hospital departments or committees
- Consider determining a baseline or bench mark before beginning a project
- Keep a log of projects and outcomes
- Determine how to measure the impact following the project
- Have a process in place to implement changes
- Talk with Quality Department to determine what to measure and how
- Compare HCAHPS scores
- Consider writing a yearly report to document PFAC contributions.



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### Questions, Comments?



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**For more information on Projects with PFAC's:**

- [http://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy1/Strat1\\_Implement\\_Hndbook\\_508\\_v2.pdf](http://www.ahrq.gov/sites/default/files/wysiwyg/professionals/systems/hospital/engagingfamilies/strategy1/Strat1_Implement_Hndbook_508_v2.pdf) - AHRQ guide to Patient and Family Engagement
- <http://www.hpoe.org/resources/hpohretaha-guides/1828> - Guide from AHA: Partnering to Improve Quality and Safety: Framework for working with patient and family advisors
- [http://www.ipfcc.org/advance/How\\_To\\_Conduct\\_A\\_Walk-About.pdf](http://www.ipfcc.org/advance/How_To_Conduct_A_Walk-About.pdf): How to do a walk-about from the Institute for Patient and Family Centered Care
- <http://www.england.nhs.uk/ourwork/qual-clin-lead/place/> Patient led assessments from NHS England
- [https://www.ncqualitycenter.org/wp-content/uploads/2013/01/4.o\\_Appendix-D\\_UHS-PI-Team-PtFamAdvisorSum\\_508.pdf](https://www.ncqualitycenter.org/wp-content/uploads/2013/01/4.o_Appendix-D_UHS-PI-Team-PtFamAdvisorSum_508.pdf): Patient family advisors on PI teams from North Carolina Quality Center



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**Upcoming VLS topics**

- December 17, 2015: "Walk-about" using your advisors
- February 18, 2016: Adding patients to hospital committees
- April 21, 2016: Advanced Logistics as your PFAC becomes established
- June 16, 2016: Sustainability of PFACs and further Patient and Family Engagement



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**Minnesota**

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**New Hampshire**

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(603)930-2632



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