



Minnesota Hospital Association



Hospital/System _____

PFE Metric	Intent	Yes, if:	Meets Y/N	Current state and any actions being planned toward meeting this metric.
<p>1 Planning Checklist</p>	<p>The intent is to guide a conversation with patients and families at the earliest point possible in their care. Send a planning checklist that they can talk with hospital staff about at, or prior to, admission.</p>	<ul style="list-style-type: none"> • Hospital sends pre-admission checklist to patients with scheduled admissions AND • At admission, hospital discusses checklist with patient and family. • Answer N/A if the hospital never has a scheduled admission. 		
<p>2 Shift Change Huddles & Bedside Reporting</p>	<p>The intent is to include the patient and/or family caregiver in as many conversations about their care as possible throughout the hospital stay.</p>	<ul style="list-style-type: none"> • In as many units as possible, but in a minimum of at least one unit, <ul style="list-style-type: none"> ○ Nurse shift change huddles occur at the bedside and involve the patient and/or family members, OR ○ Clinician bedside reporting involves patients and/or family members. 		
<p>3 Dedicated Person or Functional Area</p>	<p>An accountable leader or team in the hospital are known to be responsible for patient and family engagement. Staff know who to go for PFE issues.</p>	<ul style="list-style-type: none"> • There is a named hospital employee responsible for PFE efforts (full-time or as a percentage of time) OR • There is a functional area that is responsible for PFE efforts and appropriate staff and clinicians can name the functional area and people responsible for PFE. 		

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<p style="text-align: center;">4 PFAC or Patient(s) on Cmte</p>	<p>Intent is to ensure the hospital has a formal relationship with patient and family advisors from the local community who provide input and guidance from the patient perspective on hospital operations, policies, procedures, and quality improvement efforts.</p>	<ul style="list-style-type: none"> • Hospital has an active Patient and Family Advisory Committee (PFAC) made up of patients and/or family representatives from the community, OR • At least one patient serves on a patient safety or quality improvement committee or team. 		
<p style="text-align: center;">5 Governing Board</p>	<p>Intent is to ensure that at least one Board member with full voting rights and privileges provides the patient and family perspective on all matters before the Board, similar to other Board members who represent specific interests in the community.</p>	<ul style="list-style-type: none"> • At least one position on the Board is designated for a patient or family member to represent that perspective. • If a board representative is not possible (e.g. because board members are elected), an alternative exists to work with patients and families when making hospital governance decisions. 		

Metrics based on AIR Addendum to the PFP PFE Strategic Vision and Roadmap Defining PFE Metrics for Improved Measurement: Purpose and Intention of the 5 PFE Metrics, May 2016

Questions? Please contact:

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