

Patient & Family Centered Care - A Return to the Bedside

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Background

Purpose and Rationale:

SBUMC has begun the Patient-Family Centered Care (PFCC) journey with the acknowledgement that PFCC is an essential foundation for quality and patient safety. PFCC has been integrated into the Strategic Plan for the hospital, as well as the mission, vision and values. PFCC is a movement away from the "System-Centered Force" which has traditionally driven health care to a "Patient Centered Force" where the priorities and choices of patients and families drive the delivery of health care. The goal is to develop a partnership that encourages working with patients and families, rather than doing TO or FOR them. The core concepts of PFCC include dignity and respect, information sharing, participation and collaboration.

Goals

- To integrate PFCC concepts and behaviors into the delivery of patient care.
- To establish a Patient-Family Advisory Board for each service group

Practice Changes

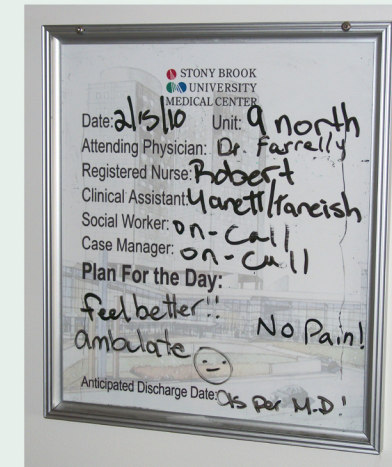
Effective Communication using Words that Work-AIDET (Acknowledge, Introduce, Duration, Explanation, Thank you) → ↓ anxiety, builds relationships ↑ communication, ↑ in patient's perception and coordination of care.

Hourly Rounding alternating with Nurse and Nursing Assistant → ↓ in patient falls, ↓ in pressure ulcers, ↓ in use of call bells, ↓ anxiety, and ↑ patient and family satisfaction.

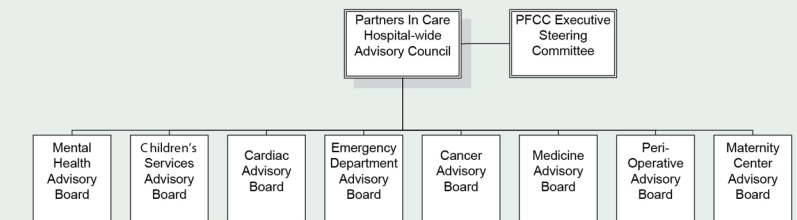
Nursing Change of Shift at the Bedside Using SBAR Format → ↑ in accuracy of information, ↓ in medication errors (double check), ↑ in accountability, ↑ in patient and family satisfaction, and ↓ in use of overtime.

White Board Completion → ↑ in communication, ↑ in patient and family satisfaction, and ↓ in anxiety

Discharge Phone Calls → ↑ patient compliance with discharge instructions, ↑ patient and family satisfaction, demonstrates caring, and provides real time feedback.



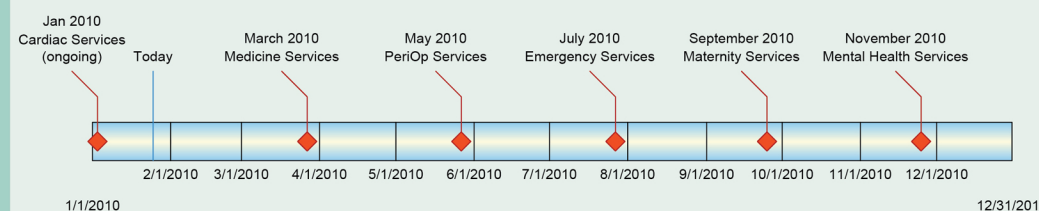
Patient & Family Centered Care Advisory Council T.O.



Implementation Strategies

PATIENT & FAMILY CENTERED CARE

EDUCATIONAL ROLL-OUT



- Education and Tool Kit
- Establish Patient-Family Advisory Boards for all services
- Monitor HCHAPS, Press Ganey Scores and Patient Comments
- Monitor PFCC Dashboard

Outcomes

- Decreased medical errors
- Decreased mortality
- Decreased length of stay
- Decreased anxiety related to hospitalization
- Increased compliance with the plan of care
- Increased patient and family satisfaction
- Increased staff interaction with patients and families