

The IPRO Hospital Quality Improvement Contract

Learning & Action Network (LAN)

Person and Family Engagement:
Leveraging Lessons Learned in 2022 to
Move Forward in Action in 2023

December 15, 2022



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Recording Notice

This session is being recorded. All materials and a link to the recording will be distributed to registrants after the event.



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Chat



Polls



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Q&A



Interpretation

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Introduction to the AIR Team



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Learning Objectives

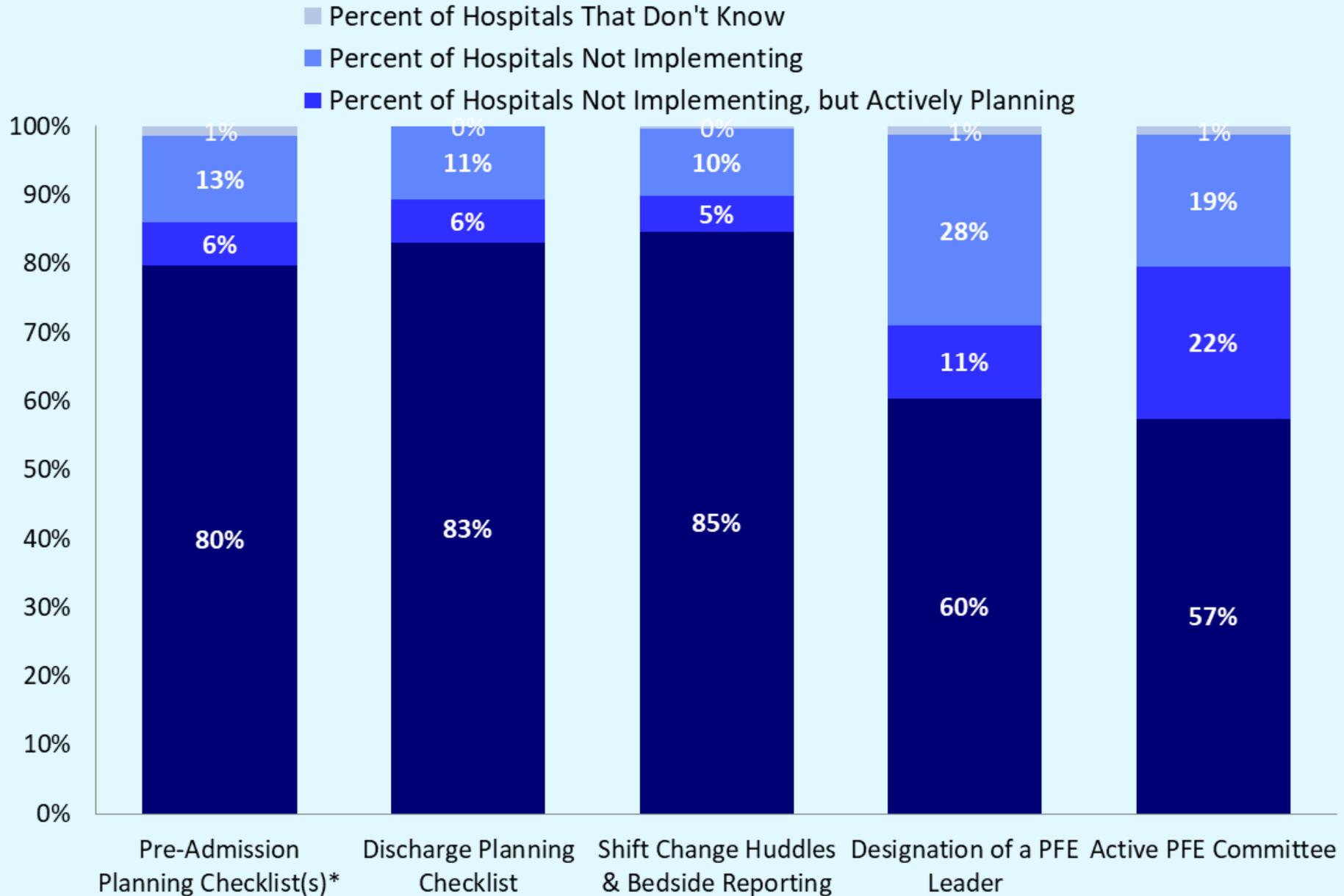
- Increase awareness of PFE implementation progress and gaps across the HQIC to date
- Reinforce training and lessons learned about PFE implementation in 2022
- Exchange ideas and plans for moving PFE forward in 2023
- Increase awareness of PFE resources across the HQIC



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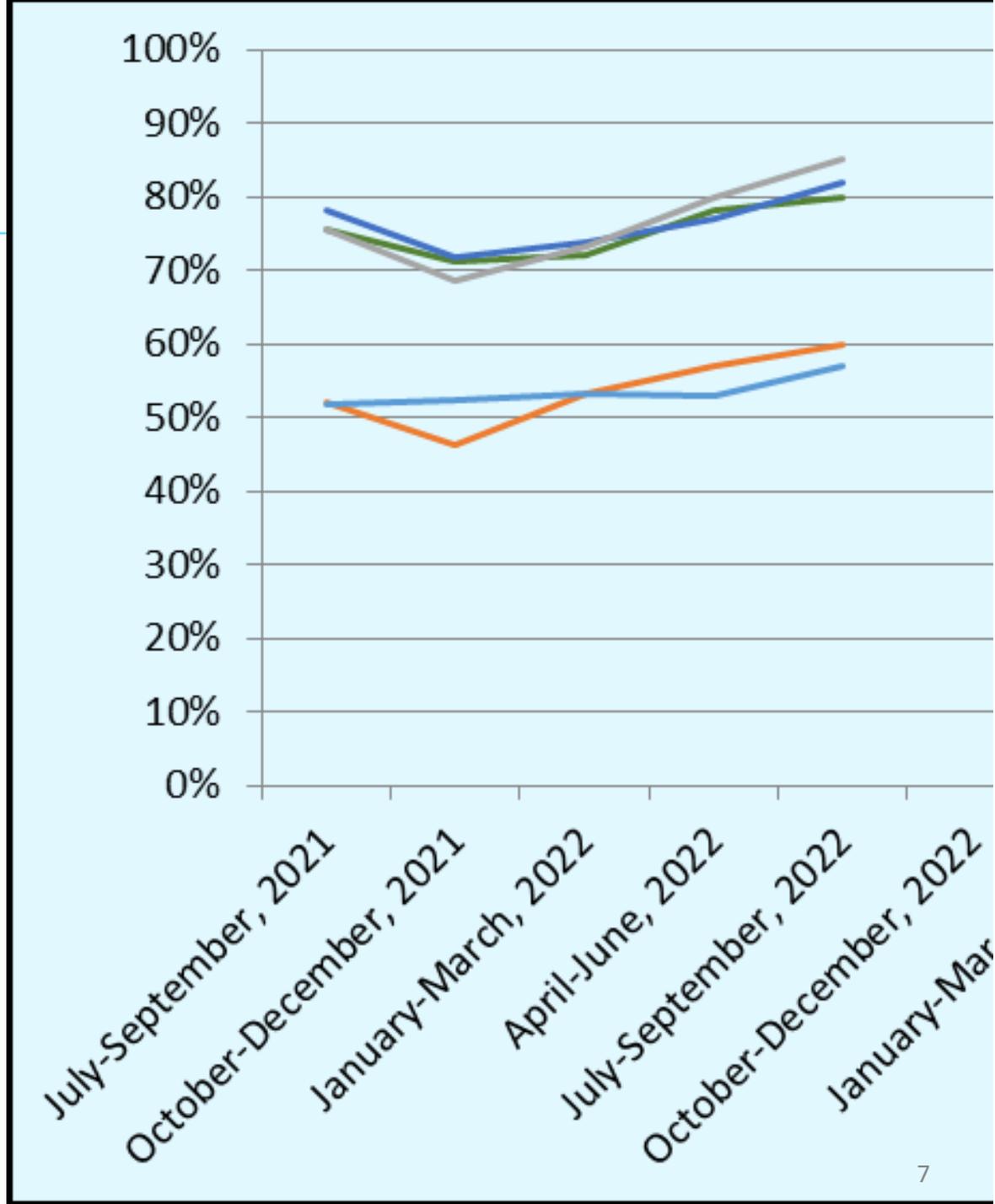
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Percent of IPRO HQIC Hospitals Implementing Each PFE Activity



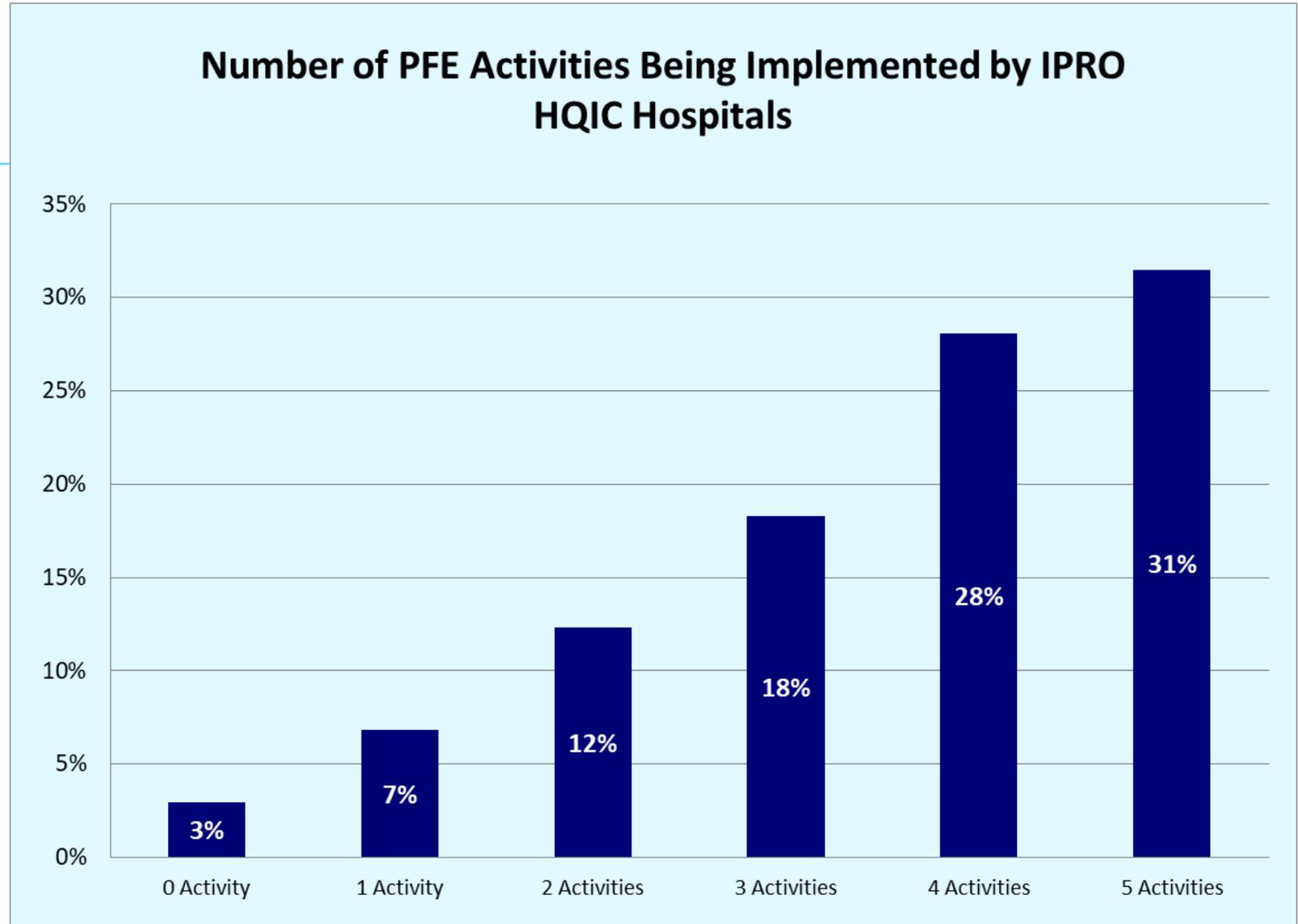
Progress over Time

- Recovery from COVID effect is now above baseline
- Steady growth in hospital implementation



Progress to Date

Number of PFE activities being implemented



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So, what can we learn from these numbers?

- Most hospitals enrolled in the IPRO HQIC are demonstrating a commitment to PFE
- There is room for improvement in 2023:
 - Reporting PFE implementation status consistently each quarter
 - Increasing the number of hospitals implementing all five Best Practices
- There are continuing challenges to PFE Best Practice implementation that need to be mitigated (staff shortages, new viral surges, competing priorities)

Remember:

PFE Best Practices can be used as strategies to
improve patient safety and reduce all-cause harms

Implementing the PFE Practices: Lessons Learned

Overall

1. Building buy-in for PFE is not a “one-time” activity
2. PFE is a shared responsibility among leaders, clinicians and staff, patients and family members, and the community
3. PFE takes time, but it is worth it and benefits everyone
4. Be willing and able to adapt to a “new normal”
5. Start small and start with the basics

“Crawl, walk, run.”

Christin Tenbusch, MHA,
CPXP, Patient Experience
Administrator, Covenant
Healthcare, Michigan



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Lessons Learned (continued)

Partnering with Patient and Family Advisors (PFAs)

- PFAs want to help improve care for others
- Be transparent, especially during periods of change or uncertainty
- Make it meaningful to them
- Share how they have made a difference
- Be supportive and flexible

“We are a family, and we work together to make changes.”

Roger Spann, Patient Advisor,
Covenant Healthcare, Michigan

Open Discussion

- What is one lesson learned from your work in PFE at your hospital this year?
- What has worked well to implement or sustain one of the PFE best practices at your hospital?
- Where have you seen PFE most contribute to patient safety or quality of care at your hospital?

Unmute or Write in Chat



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Resources

We have many resources on Patient & Family Engagement available!

HQIC RESOURCE LIBRARY:

<https://hqic-library.ipro.org/category/patient-family-engagement/>

- **General Guides to Implementing the 5 Best Practices**
 - [Guide to Complete the Person and Family Engagement Assessment for the IPRO Hospital Quality Improvement Contract](#)
 - [Person and Family Engagement Implementation Guides for Hospitals](#)
- **Educating and Building Buy-In for PFE**
 - [Pre-recorded Learning Module: What is Person and Family Engagement and Why Does it Matter?](#)
 - [Pre-recorded Learning Module: How Can Person and Family Engagement Practices Help Reduce All-Cause Harms in Hospitals?](#)



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Resources (continued)

- **Tools and Templates**
 - [Sample Admissions Checklist \(English and Spanish versions\)](#)
 - [Sample PFE Leader Role Description](#)
 - **Sample Patient and Family Advisor Role Description**
 - [Integrating Patients and Families on Quality Improvement Teams](#)
- **Recordings of Prior Learning and Action Events**
 - [September 2022: PFE Best Practice 5 \(Patient and Family Advisors on Committees\)](#)
 - [June 2022: PFE Best Practice 4 \(Identified PFE Leader\)](#)
 - [March 2022: Revitalizing PFE Practices After COVID](#)
 - [December 2021: PFE Best Practice 3: Bedside Reporting/Nurse Shift Change](#)



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Actions You Can Take Today

- Set Your Hospital's PFE Goals for 2023
 - Implementing all 5 PFE Best Practices
 - Focusing PFE Best Practices toward reducing an all-cause harm
 - Growing your hospital's outreach to patients and families in your community
- Share your strategies and successes with others in the HQIC
- Utilize the PFE Resources or request technical assistance from the AIR PFE team



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Questions?

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