

# The IPRO Hospital Quality Improvement Contract (HQIC)

Learning & Action Network (LAN)

## Identifying and Supporting Patient Representatives on a Quality Improvement or Patient Safety Committee

September 15, 2022



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- Qlarant
- Kentucky Hospital Association
- Q3 Health Innovation Partners
- Superior Health Quality Alliance

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# Recording Notice



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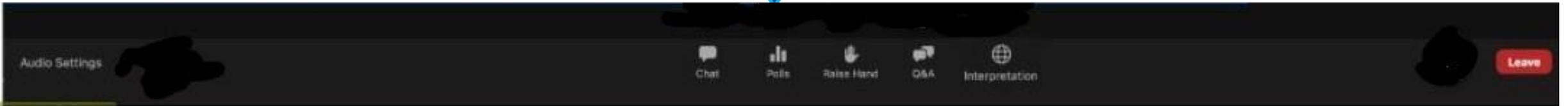
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This session is being recorded. All materials and a link to the recording will be distributed to registrants after the event.

# Overview of Tools (Bottom of Screen)



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# Introduction to the AIR Team



**Thomas Workman, PhD**  
Project Director and  
Principal Researcher



**Lee Thompson, MS**  
Principal TA Consultant



**Margaret Quinn-Gibney**  
Project Manager and  
Research Assistant



**Ashley Pantaleao**  
Project Staff  
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# Learning Objectives



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- Understand the role of patient and family representatives on quality improvement (QI) and other hospital committees
- Learn how to recruit and onboard patient and family representatives
- Learn how to partner with and retain patient and family representatives on your QI and other committees

# What is the Role of a Patient and Family Representative?



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A patient and family representative (or advisor):

- Gives input and feedback based on lived experiences as a patient or family member who has received hospital care recently
- Helps improve the patient experience and quality of care for hospital or long-term care patients
- Works with the hospital administration, patient experience, or quality improvement team for either short- or long-term commitments
- May serve as an independent advisor, a member of a hospital committee, or as a member of a Patient and Family Advisory Council (PFAC)

# Poll #1



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**Does your hospital currently include patient and family representatives as members of your quality improvement or other hospital committees?**

- Yes
- No
- Don't know

# Poll #2



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## What is your hospital's greatest challenge to engaging patient and family representatives to serve on committees?

- Finding patients or family members to serve as representatives
- Staff do not know how to engage patients and family members in hospital committee work
- Limited time and/or budget for staff to engage patients and family members
- Concerns about HIPAA violations
- Concerns about having quality/safety data released to the public
- Staff and leadership resistance due to past negative experiences with patient and family representatives on committees

# Poll #3



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## What makes serving on a committee difficult for patients and family members in your community?

- They do not think they are qualified to contribute
- They are not available during our regular meeting times
- They are uncomfortable interacting with doctors or administrators
- They are uncomfortable meeting in the hospital environment
- They have had negative experiences serving as representatives to the hospital or being on committees in the past
- They experience other barriers (e.g., transportation, childcare)

# Recruiting Patient and Family Representatives in Your Community



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**Goal:** Continuously develop a pool of patient and family representatives in your community by creating a network of those looking for and connecting potential representatives to hospital representatives

- Prepare and encourage those who interact regularly with patients and families (e.g., physicians, nurses, hospital staff, community and church leaders) to:
  - Educate patient and families about opportunities to volunteer
  - Encourage patients and families to consider volunteering and provide a personal contact at the hospital

Personal invitation and encouragement is your best recruitment strategy!

# What Qualifications Do Patient and Family Representatives Need?



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- A willingness to get involved and interest in improving the care experience for patients and their families
- Some resolution of their own experience/the ability to focus beyond their own circumstances
- The ability to respect the opinions and perspectives of others
- Willingness to prepare for and participate in committee discussions and be a team player

# Make it Easy for Patients and Families to Volunteer and Participate



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- Provide an online link where people can learn more and express their interest
- Make personal contact to everyone who expresses interest in a timely manner
- Offer alternate times and locations for meetings
- Find creative ways for patients and family members to participate (e.g., telephone and video calls)
- Provide a glossary of commonly used terms and acronyms that may be new to patients and family members
- Prepare hospital staff and committee members for engaging patient and family representatives

# Perspectives of Patient and Family Representatives



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# Perspectives of Patient Committee Members



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## Darrell Raikes, Kentucky

- International ICU Hero of the Year (Society of Critical Care Medicine)
- The Erin K Flatley Spirit Award (Sepsis Alliance)
- Sepsis advocate for the University of Kentucky Hospital



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## Fran Loose, Michigan

- Community/consumer representative on a hospital Patient and Family Advisory Council (PFAC)
- Member of the IPRO HQIC Patient Safety Committee



# Key Takeaways from the Patient Representative Perspective



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- Personal invitations work best
- Hospitals must be flexible and supportive
- Representatives want to give back and make meaningful contributions to improve the delivery of safe, patient-centered care for all patients

Accept me  
for who I am.  
-Darrell

Step back so  
you can see  
what I see.  
-Fran

# Questions & Discussion



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# Moving Forward in Action: Steps Your Hospital Can Take Today



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- Continually build buy-in from your leadership for engaging patient and family representatives
- Develop a network to continually identify and invite potential candidates in your community
- Make it as easy as possible for patient and family representatives to participate
- Remember the goal: Ensure your quality and safety efforts are patient- and family-centered

- **Integrating Patients and Families on Quality Improvement (QI) Teams**
  - <https://hqic-library.ipro.org/2022/07/12/integrating-patients-and-families-on-quality-improvement-qi-teams/>
- **What is Person and Family Engagement and Why Does It Matter?**
  - <https://hqic-library.ipro.org/2021/10/15/what-is-person-and-family-engagementpfeand-why-does-it-matter-pfe-101/>
- **Technical Assistance from the AIR Team:** Contact your state HQIC coordinator

# QUESTIONS?

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THANK YOU TO OUR PRESENTERS!



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