

The IPRO Hospital Quality Improvement Contract (HQIC) Learning & Action Network (LAN)

Identifying and Supporting a PFE Leader in Your Hospital

June 16, 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.

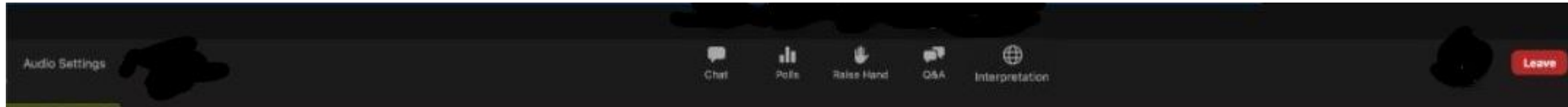


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Overview of Tools (Bottom of Screen)

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Introduction to the AIR Team



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IPRO Hospital Quality Improvement Contract (HQIC) Learning & Action Network (LAN)

Learning Objectives

- Understand the requirement to designate a patient and family engagement (PFE) leader for hospitals enrolled in the IPRO HQIC
- Understand the benefits of having a PFE leader in your hospital
- Identify strategies and approaches to coordinate the PFE activities of your hospital



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The Hospital PFE Leader Role

PFE Best Practice: Hospital Quality Improvement Contract (funded by Centers for Medicare & Medicaid Services [CMS]):

“At least one person is recognized across all hospital staff and administration as responsible for the leadership, coordination, support, and reporting of PFE activities throughout the hospital.”



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The Goal of PFE Coordination

Successfully integrate PFE into the culture and operations of the hospital or healthcare system.



What Does a PFE Leader Do?

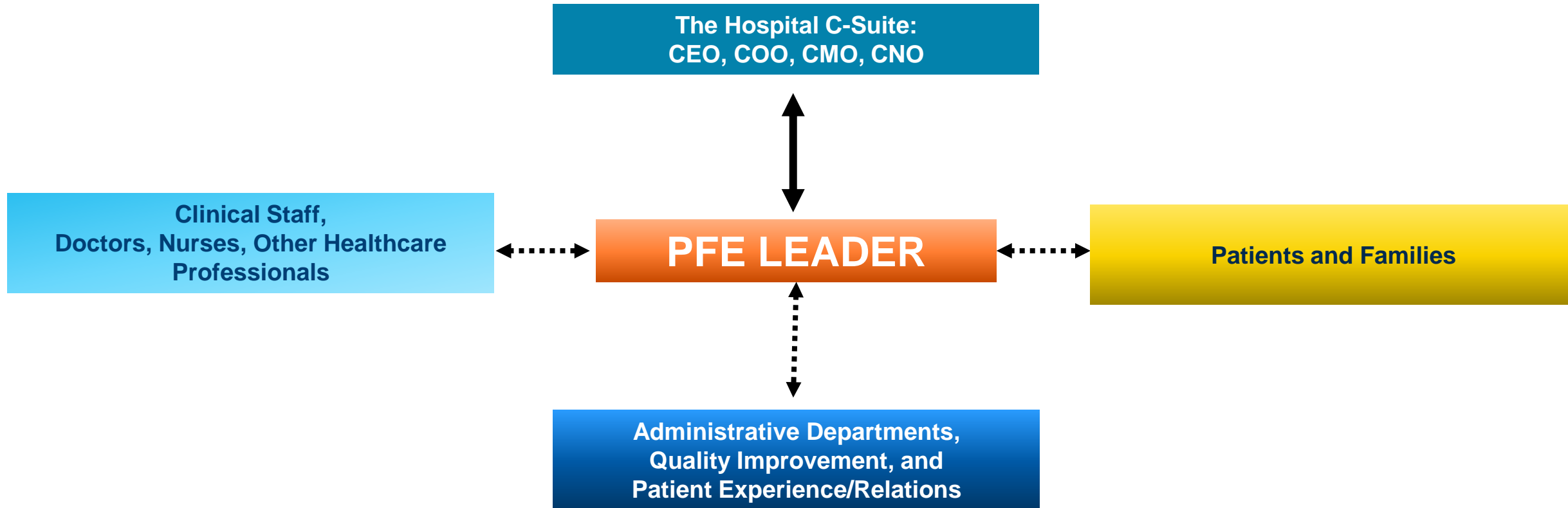
- Educate staff and administration about PFE
- Coordinate the implementation of the 5 PFE Best Practices and application to Quality Improvement
- Connect patient and family perspectives and experiences to hospital operations and quality improvement efforts
- Report the implementation of the five PFE Best Practices



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The PFE Leader as a Connector



Fitting the PFE Leader Role to Your Hospital

- Coordinating PFE is easier when the hospital is committed to PFE!
- The PFE leader may be a part-time or shared role.
- Take advantage of formal and informal working relationships across the hospital
- Remember that the PFE leader doesn't have to own all the work of the PFE Best Practices, but simply needs to connect to those who do

Don't let the perfect be the enemy of the good!

The Benefits of Having a PFE Coordinator at Your Hospital

- Provides a clear “go to” person to organize and centralize PFE efforts across the hospital
- Serves as a spokesperson and liaison to patients and families in the community
- Creates a critical connection between administrators, clinical staff, and patients/families to foster partnerships and improve patient safety
- Gives an important message to the community about the hospital’s commitment to PFE and patient- and family-centered care (PFCC)
- Creates accountability for PFE and PFCC to the Board



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Flaget Memorial Hospital



Twinetta Nusz, RRT
Director of Operations

Margaret Smith, RN, MSN, OCN
Interim Chief Nursing Officer/Director of Outpatient Nursing



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Flaget Memorial Hospital

Facts and Figures

- 52-bed facility located in Bardstown, Kentucky
- Cares for patients from Nelson, Hardin, Marion, Washington, Spencer, Bullitt and LaRue counties
- Flaget Memorial Hospital is nationally recognized for orthopedic care, surgical care, and inpatient satisfaction
- Services include cancer care, heart care, outpatient rehabilitation, skilled nursing, weight loss surgery, pain management, general surgery, obstetrics and gynecology, maternity care, and sports medicine



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Summary: PFE Leadership at Flaget

- **Leadership support is critical:** Commitment to implementing PFE and improving the patient experience
- **Engage with the community:** What do you want to know? What are you hearing about our hospital?
- **Be transparent:** Share successes and challenges with the community and close the feedback loop



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Central Maine Healthcare



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Operating Room



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Central Maine Healthcare

Facts and Figures

- Serves 400,000 people in Central, Western and Mid-Coast Maine
- Central Maine Healthcare's roots in Maine go back 130 years
- Extensive provider network: 40 locations (inpatient, outpatient, post-acute)
- Opened a new \$33.2 million state-of-the-art Cancer Care Center, Lewiston in May 2022
- Consistent "A" rating by Leapfrog for CMMC; Bridgton & Rumford Hospitals both rated "A" and named to Top Rural Hospitals list – only 2 of 23 hospitals in the country to receive that honor



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Summary: PFE Leadership at Central Maine

- **Support for PFE is needed at the leadership level and on the frontlines:**
Marrying the two perspectives in the PFE leader role is a “win-win”
- **Patient experience and team member experience are related:**
You can’t have one without the other
- **Make it easy for leaders and frontline staff to access and share data:**
Develop a transparency strategy to share data



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Questions & Discussion



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Moving Forward in Action: Steps Your Hospital Can Take Today

- The PFE leader role is an extension of the hospital's commitment to PFE
- Fit the PFE leader role to your hospital
- Your PFE leader may position may be shared and may not need to be 100% FTE
- ***Remember to start small!***
The first task of the PFE leader may be to build the network within the hospital for reporting PFE activities



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PFE Resources and Technical Assistance

Implementation Guides for all 5 PFE Best Practices

- Available from your IPRO HQIC coach and in the IPRO HQIC Resource Library:
<https://hqic-library.ipro.org/2021/12/20/person-and-family-engagement-implementation-guides-for-hospitals/>

Pre-recorded Learning Modules

- What Is Person and Family Engagement and Why Does it Matter? (10 min):
<https://vimeo.com/656629216>
- How Can Person and Family Engagement Practices Help Reduce All-Cause Harms in Hospitals? (14 min): <https://vimeo.com/683002031>

Technical assistance from the American Institutes for Research

- How can we help you? Let's set up a call!



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Questions?

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THANK YOU TO OUR PRESENTERS!



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