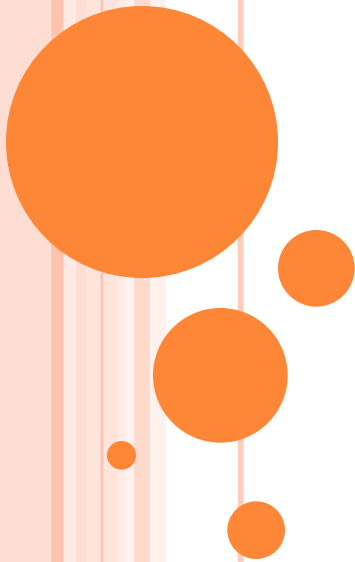


PATIENT AND FAMILY ENGAGEMENT IN CARE DELIVERY

**BY
MRS FELICIA EGBAGBARA**



OUTLINE

- Objective
- Definition of terms
- Patient and family centered care
- Transforming Healthcare-A safety imperative
- Conclusion



OBJECTIVE

- Explain what “Patient- and Family-Centered Care” and “Patient Engagement” mean
- Explain the purpose of a Patient Engagement



WHO IS A PATIENT

- 1.a person who is under medical care or treatment.
- 2.a person or thing that undergoes some action.
- 3. a sufferer or victim.



FAMILY MEMBERS

Someone's spouse, parents and grandparents, children and grand children, brothers and sisters, mother in law and father in law, brothers in law and sisters in law, daughters in law and sons in law. Adopted, half, and step members are also included in immediate family.

By business dictionary



WHAT IS PATIENT- AND FAMILY-CENTERED CARE?

“Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.”

The Institute of Medicine

“An approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.”

The Picker Institute



PATIENT- AND FAMILY-CENTERED CARE

“Could a greater miracle
take place than for us
to look through each
other’s eyes for an
instant?”

- Henry David Thoreau



PATIENT- AND FAMILY-CENTERED CARE (CONT'D)

It provides the framework and strategies to improve the experience of care, and enhance quality, safety, and efficiency.



PATIENT-AND FAMILY-CENTERED CORE CONCEPTS



PATIENT-AND FAMILY-CENTERED CORE CONCEPTS

Dignity & respect	Build patient/family knowledge, beliefs, culture into plan of care. Listen to, honor choices.
Information sharing	<p>Share complete, unbiased, timely information. Know patients' health history & act accordingly.</p> <p>The two words, information and communication are often used interchangeably, but they signify different things. Information is giving out; communication is getting through.</p>



PATIENT AND FAMILY CENTERED CORE CONCEPTS (CONT'D)

Participation	Support patient involvement at the level they choose. This level may change over time.
Collaboration	Patients/families/care team work together on policy development, implementation, evaluation.
partnership	Working “with” patients and families, rather than just doing “to” or “for” them.



WHAT IS PATIENT ENGAGEMENT

Is an active partnership among individuals, families, health care clinicians, staff, and leaders to improve the health of individuals, and communities, and to improve the delivery of health care.

“Health Affairs, 32(2) 2013”

***Actions** people take for their health and to benefit from their healthcare.”*

“The Center for Advancing Health”



COLLABORATIVE PATIENT AND FAMILY ENGAGEMENT

Collaborative patient and family engagement is a strategy for building a patient and family centered system of care. It is a priority consideration and essential to health reform at four levels:

- ❖ At the clinical encounter - patient and family engagement in direct care, care planning, and decision making.



COLLABORATIVE PATIENT AND FAMILY ENGAGEMENT (CONT'D)

- ❖ At the practice or organizational level- the patient and family engagement in quality improvement and health care redesign.
- ❖ At the community level- bringing together community resources with health care organizations, patient and families.
- ❖ At policy levels- locally, state, and nationally



PATIENT & FAMILY ENGAGEMENT – WHY NOW?



IMPLEMENTATION

“without sustained patient/family participation on all aspects of policy, program development and evaluation, the care system will fail to respond to the real needs and concerns of those it is intended to serve”

Institute of patient- and family-centered care



BARRIERS TO PATIENT/FAMILY EDUCATION

- Competing priorities
- Limited hospital resources
- Hospital culture
- Provider and patient/family experience
- Health Literacy
- Lack of “How To” resources



EVIDENCE-BASED OUTCOMES OF PATIENT AND FAMILY ENGAGEMENT

Improved

- Earlier discharges
- Patient safety/quality
- Patient satisfaction
- Patient/staff relationships
- Positive perceptions of the workplace by staff
- Psychological adjustment of patients

Reduced

- ❖ Length of Stay
- ❖ Medical errors
- ❖ Readmissions
- ❖ Staff vacancy and turnover



EVIDENCE-BASED OUTCOMES OF PATIENT AND FAMILY ENGAGEMENT (CONT'D)

- ❖ Psychological well-being of families
- ❖ Staff ownership and protection of culture



Values

Practices

I - Integrity

C - Compassion

A - Attentiveness

R - Respect

E - Excellence

Patients

Families

Healthcare
Providers

Collaboration

Equal members of the
team

Shared decision-
making

Open
communication

Information Sharing

Doing **with** vs.
to or **for**

O
U
T
C
O
M
E

Sustainable Culture of Care



TRANSFORMING HEALTHCARE: A SAFETY IMPERATIVE

We envisage patients as essential and respected partners in their own care and in the design and execution of all aspects of healthcare. In this new world of healthcare:

Organizations publicly and consistently affirm the centrality of patient-and family-centered care. They seek out patients, listen to them, hear their stories, are open and honest with them, and take action with them.



TRANSFORMING HEALTHCARE: A SAFETY IMPERATIVE (CONT'D)

The family is respected as part of the team-never visitors-in every area of the hospital, including the emergency department and the intensive care unit.

Patients share fully in decision-making and are guided on how to self-manage, partner with their clinicians and develop their own care plans. They are spoken to in a way they can understand and are empowered to be in control of their care.



PATIENT AND FAMILY EDUCATION(PFE) MEASUREMENT

It is difficult to obtain the best possible outcome of care without patient engagement, because many beneficiaries find it difficult to understand how to access their benefits navigate the health care system and /or select a provider of care.

Center of Medicine and Medicaid



THE IMPORTANCE OF MEASUREMENT

“That which gets measured, gets done”



QUALITY INDICATOR

TYPE OF MEASURE	INDICATOR
PROCESS	Discharge planning: prior to admission, hospital staff provides and discusses a planning checklist with every patient. This allows for questions or comments from the patient or family.
Process	Continuity of care: use of patient and family education form.
Outcome	Patient satisfaction survey



CONCLUSION

Patient and Family Engagement, encompassing the core concepts of Patient and Family Centered care, is a transformational care model, based upon collaborative partnerships among health care providers, patients and families.

To ensure a sustainable culture of excellence and improve the patient experience, it is imperative that this evidence-based model be reflected at all levels of an organization.



Thank You

