

Assessing the Practice in Partnership with Patient & Families

Opportunities to Improve Patient and Family- Centered Care

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Today we will...

- Learn how to conduct a practice walk-through to self-assess care experience from the patient's point of view
- Discuss the importance of reviewing visions, mission and philosophy of care statements of the practice to assess leadership's commitment to promoting patient and family partnerships.
- Prioritize findings and develop an action plan to advance the TCPI Patient-and Family- Centered Care Goals



Resources

- ▼ Advancing the Practice of Patient and Family-Centered Care in Primary Care and Other Ambulatory Settings
- ▼ Partnering with Patients and Families: An Ambulatory Practice Self-Assessment
- ▼ How to Conduct a Walk About
 - Primary Care
 - Ambulatory Settings
- ▼ Partnering with Patients and Families in Primary Care Improvement and Redesign: A Worksheet to Support Progress
- ▼ PeaceHealth Observation Form



On the Journey of Patient and Family-Centered Care



February Webinar

“How-To” develop Practice/Patient and Family Advisor programs

- A Philosophy of Partnership
 - In moments of care
 - In informal projects
 - In formal patient and family advisory councils



TCPI Goals for Patient and Family-Centered Care

➤ Patient and Family Engagement

- ❖ Respect values and preferences
- ❖ Listen to patient and family voice
- ❖ Collaborate with patients and families
- ❖ Be aware of language and culture



Patient and Family-Centered Care

Patient and family-centered care places emphasis on **mutually beneficial partnerships** between patients, families and healthcare professionals.

It acknowledges that families, however they are defined, are essential to patients' health and well-being and are allies for quality and safety within the health care system.

Core Concepts:

- Respect and Dignity
- Communication and Information Sharing
- Participation
- Collaboration



Today's Focus:

Patient and Family-Centered Care Assessment Goals

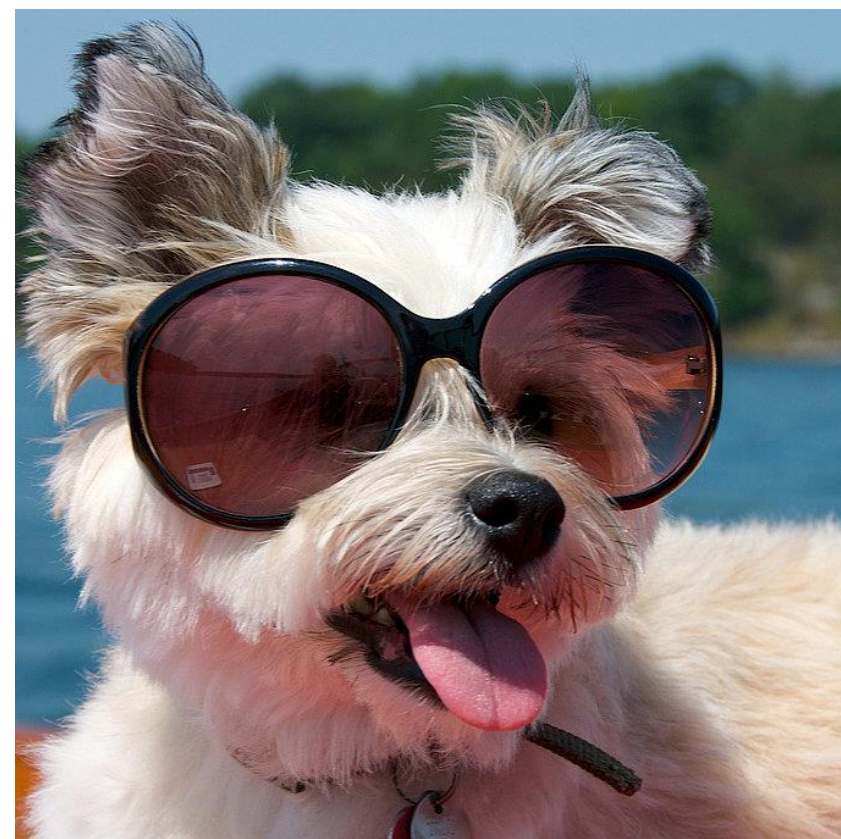
- To develop a baseline measure of patient and family-centered care vision, values, culture, programs and resources from both the perspective of staff and families
- Identify successes and opportunities
- Develop a roadmap for future priorities



Value of Assessments



Value of Assessments in Partnership with Your Patients and Families



- ❖ New point of view
- ❖ May validate or reshape staff assumptions
- ❖ Will be key to help prioritize precious resources
- ❖ Many share that engaging patients and families led to a more inclusive approach of including other missing stakeholders



Types of Assessments

▼ Individual Surveys

- Electronic or handwritten
- Custom or Standard (CGCAHPS)

▼ Team Based Discussion

- Instead of a “check the box” approach, using survey questions as part of facilitated discussions with clinicians, patients and families

▼ Environmental Scan or Walk About

- Assessing the environment by walking through it as if you are a new patient or family



Where to Begin?



- ▼ Begin with your strengths in mind....
- ▼ Ask patients, families clinicians and staff:
 - What is working well?
 - What should we be doing more of?
- ▼ Find ways to share broadly the results of this phase of the assessment
- ▼ Honor and celebrate findings



Value of Benchmarking

- ▼ Assessments = How are we doing compared to our own goals and visions?
- ▼ Benchmarking = How are we doing compared to our peers?
- ▼ Drawing inspiration from outside your peer group



Assessment of Your Mission, Vision and Values

- ▼ Leadership commitment
- ▼ Visible sign of primary care values
- ▼ Opportunity to establish your vision for partnerships in care, with your community including patients and families



Assessment of Partnerships in Care

- ▼ Patients can specify who their family/community of caregivers is and how they would like them included in their care and decision making.
- ▼ Patients and families are encouraged to participate in care delivery and decision making at the level they choose.
- ▼ Patients and families have easy access to their health information, their care plan and the clinical team's goals.
- ▼ Patients and families are supported to share observations, concerns and ask questions of the health care team.
- ▼ The cultural and spiritual values and beliefs and the language needs and preferences of patients and families are honored and supported.



An Example of Partnering with Patients and Families to Assess the Care Environment





PeaceHealth

The Spirit of Health

Access Care Experiences from a Patient's Point of View

Walk-about in Pediatrics

Waiting room observations



Walk-about in Pediatrics



Atmosphere

Directions

Functions

Safety



- Preparation
- The Story
- The Players
- The Action
- The Feedback



Discoveries

Category	Ranking	#1 Highest Priority	Walk-about Wayfinding to Clinic and Waiting Room
Key: A = Atmosphere D = Directions F = Function S = Safety			
Star Easy Projects *			
A		1	<ul style="list-style-type: none"> Hall feels drab, bland and sterile, so does waiting room
A		1	<ul style="list-style-type: none"> Hallway – wall color is unpleasant and whole aesthetic is unwelcoming. Too dark. Not soothing to parents or children
A			<ul style="list-style-type: none"> Green wall color at end of hall is nicer and more welcoming
A	*	1	<ul style="list-style-type: none"> Hallway color is not inviting. Suggestion: Change the yellow-green color – consult with a color expert.
A		1	<ul style="list-style-type: none"> Lots of empty walls
A		1	<ul style="list-style-type: none"> The paint color is horrible. Lifeless. Gross.
A		3	<ul style="list-style-type: none"> Different types of seats in brighter colors
A		3	<ul style="list-style-type: none"> Chairs seem mish mashed and like “leftovers”
A			<ul style="list-style-type: none"> I like the wall colors with the chairs
A		3	<ul style="list-style-type: none"> Fish tank
A		2	<ul style="list-style-type: none"> Placement of art makes no sense
A	*	1	<ul style="list-style-type: none"> Artwork for different ages of kids needed for wall – can be tasteful art
A		1	<ul style="list-style-type: none"> Need human element represented in space
A	*		<ul style="list-style-type: none"> Inside the front office wall – BORING. Give patients something to look at while standing at the window. Brighten that space for the workers
A		1	<ul style="list-style-type: none"> Need Kid friendlier design by entrance door.
A	*	1	<ul style="list-style-type: none"> Doctor’ s pictures on walls – inside or outside

Findings

- Shared results
- Next steps



Before

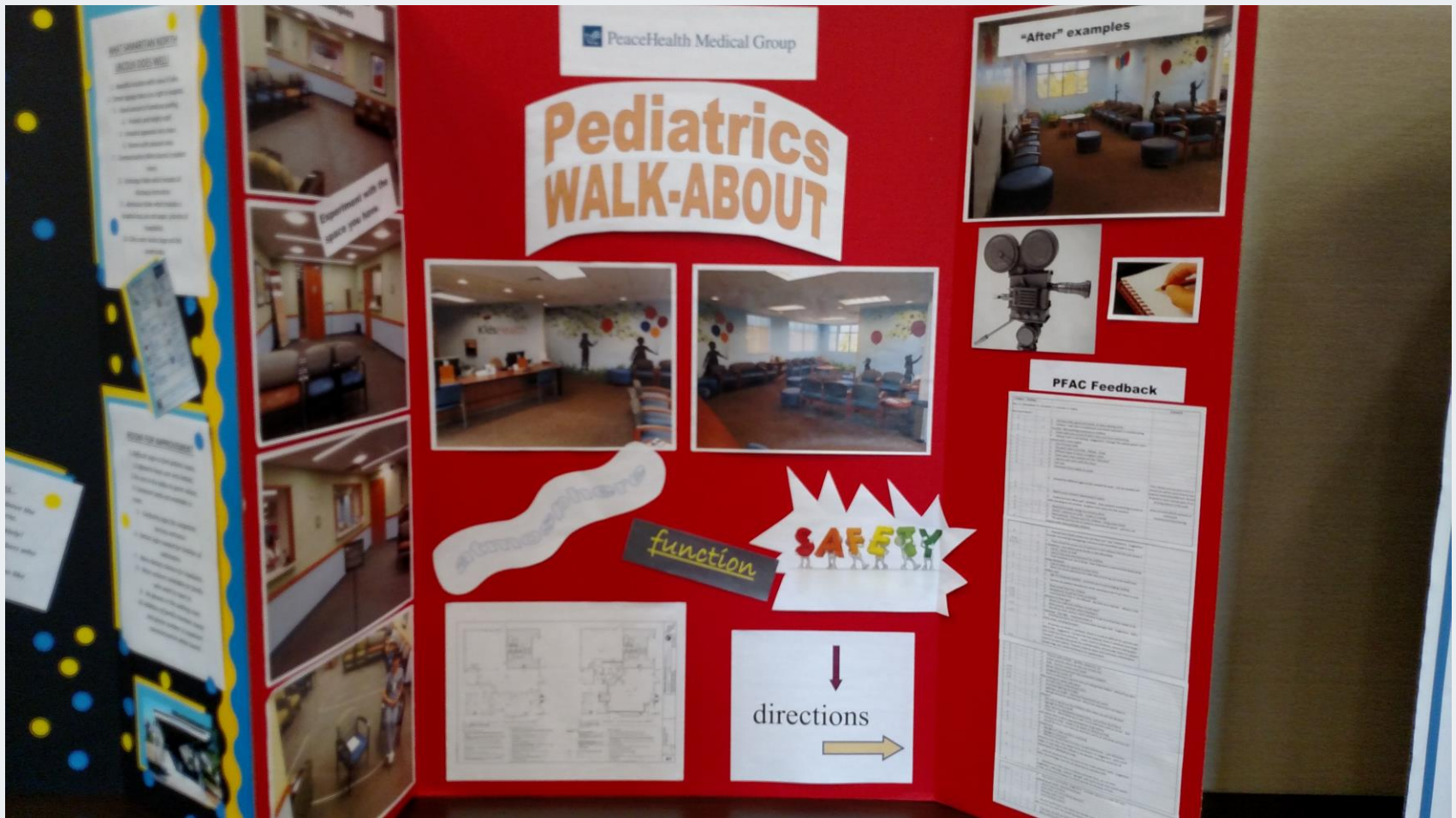


Now



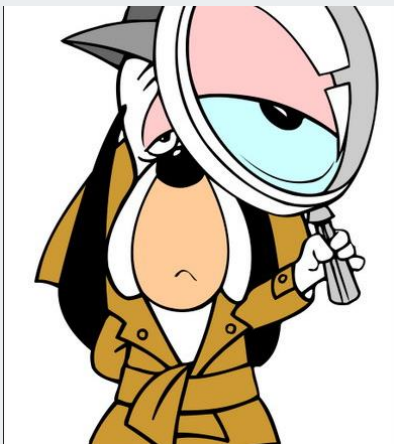


Celebrate Far and Wide





Waiting Room Observations



PeaceHealth
Medical Group

Waiting Room Observation Feedback Form

Advisor Name: _____

Date and Time of Observation: _____

Clinic: _____

Thank you for taking the time to complete this survey.

Please note – your identity will be kept confidential and your feedback will be shared only in aggregate to the clinic.

For the multiple-choice questions: Please mark the answer that most closely reflects your experience.

For the short answer questions: Please share one or two examples – these specific observations will help us fine-tune our improvement efforts.

Clinic Facilities

Were the clinic signs clear, appropriately located and easy to read? Yes, definitely
 Yes, somewhat
 No

- What improvements to clinic signage would you suggest, if any?

Was it easy to park and get into our facility? Yes, definitely
 Yes, somewhat
 No

- What improvements to the safety and convenience of accessing our facility would you suggest, if any?

Did the front desk and waiting area seem clean, tidy and welcoming? Yes, definitely
 Yes, somewhat
 No

- What did you observe that gave you the impression that these areas were clean, tidy and welcoming? What, if anything, did you observe that made these feel unclear, untidy or unwelcoming?
- Please share your overall impression with the front desk and waiting areas:

Checking In

When you witnessed patients checking in for their appointments, was the Patient Access Representative (PAR) (receptionist) as helpful and courteous as you thought he/she should be? Yes, definitely
 Yes, somewhat
 No



Waiting Room Observations

- Clinic Facilities – Signage, parking, front desk
- Checking In – Courteous, helpful, professional, name tags
- Clinical Staff – Respectful, professional
- General Comments/Feedback/Suggestions

Patient Waiting Room Design

2005



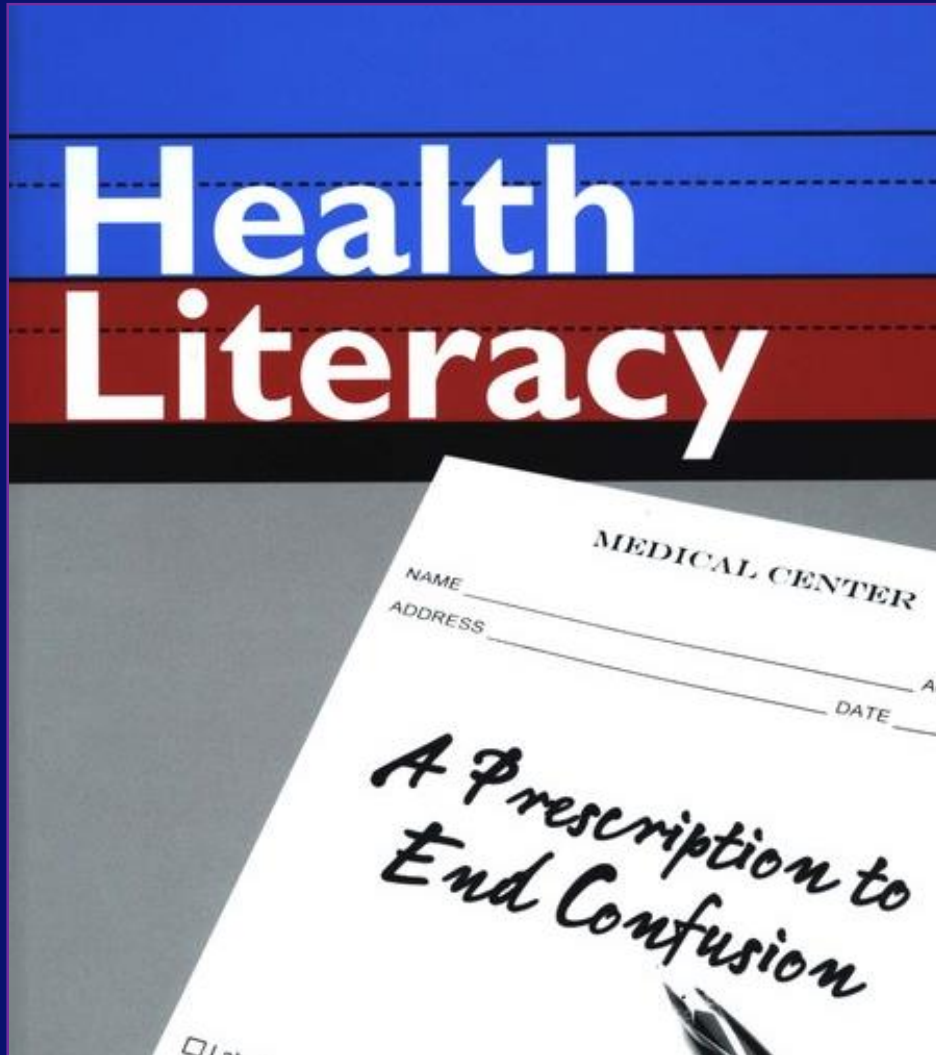
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Assessment of Cultural and Linguistic Effectiveness



Commitment to Diversity



- Language
- Beliefs
- Values
- Learning Style

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Sharing Assessment Findings

- ▼ Develop an action plan illustrating commitment to partnership with attainable timeframes
- ▼ Identify mixture of low-hanging fruit/quick wins and long term projects
- ▼ Organize by focus of assessment
 - Domains might include
 - Culture, leadership vision and values
 - Partnerships in care delivery
 - Perceptions of the environment
 - Culture, language and diversity
- ▼ Share broadly; invite comment and ensure stakeholders are part of the solutions as well.



Using the Assessment as a Foundation for Patient and Family-Centered Care Training



Partnering with Patients and Families to Teach Staff about Patient and Family-Centered Care

TCPI goals for Patient and Family Engagement

- ❖ Respect values and preferences
- ❖ Listen to patient and family voice
- ❖ Collaborate with patients and families
- ❖ Be aware of language and culture



The best way for staff and clinicians to learn and advance these goals is through the voice of the patients and families you serve



Questions and Ideas

