

ST. JOSEPH HEALTH SYSTEM
A Ministry founded by the Sisters of St. Joseph of Orange


Empowering Patient and Family Advisors to Improve Quality and Patient Safety

Karen Lockwood
Patient and Family Advisor

Mary Ann Vincent, RN, BSN, MBA
Vice President Quality and Performance Improvement


St. Joseph Hospital
Orange, CA
May 15, 2012
Presented to:
Southern California Patient Safety Collaborative

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES




ST. JOSEPH HEALTH SYSTEM
A Ministry founded by the Sisters of St. Joseph of Orange

- Founded in 1929 by Sisters of St. Joseph of Orange
- Member of the St. Joseph Health System
- Largest hospital in Orange County = 525 licensed beds
- 3rd busiest ED in California & 1st in Orange County
- 3rd in California and 1st in Orange County for surgical volume
- Over 5,000 babies delivered each year
- Employees: ≈ 3,837
- Physicians on Staff: ≈ 1100



SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

Core Values



DIGNITY
We respect each person as an inherently valuable member of the human community and as a unique expression of life.

EXCELLENCE
We foster personal and professional development, accountability, innovation, teamwork and commitment to quality.

SERVICE
We bring together people who recognize that every interaction is a unique opportunity to serve one another, the community and society.

JUSTICE
We advocate for systems and structures that are attuned to the needs of the vulnerable and disadvantaged and that promote a sense of community among all persons.

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

Strategic Areas of Focus

SACRED ENCOUNTERS
 We believe in the dignity of each individual and desire to serve each person. We will first seek to understand then deliver a combination of compassion, respect and competency to each individual we serve (patients, physicians, caregivers, staff, etc.)

PERFECT CARE
 Every patient will receive the right care, at the right time, in the right setting

HEALTHIEST COMMUNITIES
 To improve the health status of all identified residents in the areas we serve

- *Directly:* Through clinical care, education, screening, prevention, and wellness
- *Indirectly:* Through advocacy

GROWTH
 Identification of potential new areas of growth

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

Journey to Patient Centered Care

- Heritage rooted in "Compassionate Care"
- Desire for input from our patients and families on how to better "serve the dear neighbor"
- Internal assessment on how to manage the death experience more effectively completed June 2006
- Action item: Include families in assisting us in redeveloping care through their eyes
- Letters sent to over 200 families who lost a loved one at St. Joseph Hospital
- Over 40 persons responded and attended a focus group
- Commitment to follow up on recommendations

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

The Call To Action

- Institute for Healthcare Improvement IMPACT learning community provided the challenge
- Contacted IHI to identify other hospitals who are engaged in this work
 - The Dana Farber Cancer Center
 - Johns Hopkins
 - Sorrel King
- Research: <http://familycenteredcare.org> & www.ihl.org & <http://iosieking.org/>
- Evaluation by Risk Management and Privacy Officer
- Support from Executive Management Team
- Introduce concept to staff and physicians

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

Assessing Attitudes of Staff and Physicians

Pre-reading assigned and discussion ensued:

- Patient & Family-Centered Care
- Tips for Group Leaders & Facilitators on Involving Patients & Families on Committees and Task Forces
- Protecting & Improving Care for Patients & Communities
- Patients & Families as Advisors: A Checklist for Attitudes
- Are Families Considered Visitors in Our Hospital or Unit?

All materials available at www.familycenteredcare.org

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

Interview and Selection Process

- Phone interview with potential candidates
- Pre-reading assignments to assess their own attitudes
 - Sharing your story
 - Righteous anger
 - HIPAA Providing new opportunities for collaboration
- Face-to-face interviews
 - Individual interview (guided questions)
 - Panel/Team interview
- Discussion and selection
 - Candidate notified by phone and letter

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

Committing to the Partnership

- Volunteer role
 - Official hospital security badge
 - Preferred parking
 - Free meals
 - Travel expenses paid by hospital
- Monthly meeting commitment
 - Member of a Clinical Excellence team
 - Advisory Council meets every other month
- Two year term
 - Annually re-evaluate
 - Limited to serve two consecutive terms

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

**Patient Family Advisors (PFA):
Members of the Team**

- Full transparency of quality data and issues
- Established goals, strategies and timeline for completion.
- Designed small tests of change
- Monthly meetings with Mortality team to review progress on goals and IHI IMPACT timeline
- Designated clinical “partners” to each PFA
 - Key contact for information
 - Serve as a “translator” for all of our terminology and acronyms
 - Support and guidance; an advocate for the PFA

SACRED ENCOUNTERS PERFECT CARE HEALTHIEST COMMUNITIES

Council Purpose



- Provide input and feedback regarding quality and patient safety activities and programs
- Provide a supportive channel of communication between patients, families and SJO management
- Provide input and feedback on the delivery of services, and for the planning of new services, programs and new facilities.

Council Structure

- 12-15 Volunteer PFAs
 - 18 years or older
 - May not be employed at any SJHS Ministry or be related to a SJHS employee
 - Diversity
 - Representation of Service Lines
- 5-10 Hospital Leadership (ex officio members)
- Chaired by PFA
 - PFA Driven Agenda, Approved by PFA Chair
- Chartered by Quality Council
- Signed Confidentiality Agreements

Council Tools

- Application
- Charter
- “Terminology Timeout” Card
- “Chat Check” Card
- Glossary of Terms
- Meeting Binders



Council Goals

- Integration of Patient and Family Advisors onto at least 4 hospital committees or teams that do not currently have patient/family representation in membership.
- Recruitment of 4 new Patient and Family Advisors with a focus on representation of service lines or demographics not currently represented on the council.
- Integration of patient and family volunteers serving in specific service lines with the Patient and Family Advisory Council
- Encourage and support Condition H through quarterly auditing of the patient/family awareness with presentation of audit results to the Nursing Leadership Team.
- Education of internal and external audiences of the work of the Patient and Family Advisory Council.

Council Approval



St. Joseph Hospital

PFA Logo Attached to Projects and Materials
Approved by the Council

PFA Participation

- St. Joseph Way (Lean) Events
- Patient Rounds / Audits
- Environment of Care Committee
- Patient / Medication Safety Committee
- End of Life Clinical Excellence Team
- CHF Clinical Excellence Team
- IRB
- Quality Committee Board of Trustees
- Other Ad Hoc Teams

Executive Summary

- The perspective of the patient/family while planning care is very powerful
- Family members at the table change meeting dynamics...for the better
- Must be fully transparent-these are not "token" team members
- Engage in this new work-it will make a difference

Committing to the Partnership

- Volunteer Role
 - Official Hospital Security Badge
 - Preferred parking
 - Meals at most meetings
 - Travel and other expenses paid
- Monthly Meeting Commitment
 - Patient and Family Advisory Council
 - Clinical Excellence Team or Committee
- Two Year Term

PFAC Future

- PFA representation on all appropriate hospital committees
- More PFAs than seats on PFAC
- Participation in RCA
- Entirely PFA driven PFAC agendas

Outcomes

- Development of web based communication tool (blog)
- Hand Hygiene Campaign Slogan
 - Spread the Word Not The Germs
- Condition H: Patient/Family Activated Rapid Response Team
- Open visiting hours, family participation in multi-disciplinary rounds, overnight visitors
- Prioritization of Patient Experience Enhancements
- Accountability – Their presence is changing our culture!

Questions?



Learning together

For additional information please contact:

- Julie Hernandez, Director Risk and Patient Relations
julie.hernandez@stjoe.org 714-771-8277
- Mary Ann Vincent, VP Quality and Performance Improvement
maryann.vincent@stjoe.org

22
