Morgen Palfrey, Project Coordinator, Institute for Healthcare Improvement, is the current coordinator for web-based Expeditions. She also contributes to the IHI Leadership Alliance for Building Health Care’s Future, the Always Project, and works with Strategic Partners in Singapore. Morgen is a member of Work-Life Wellness Team and Diversity and Inclusion Council at IHI, where she and fellow staff members develop strategies for improving the mind and body. Morgen graduated from the University of Florida in Gainesville, FL where she received her Bachelor of Arts degree in Political Science with a concentration in Public Administration.
Audio Broadcast

You will see a box in the top left hand corner labeled "Audio broadcast." If you are able to listen to the program using the speakers on your computer, you have connected successfully.

Phone Connection (Preferred)

To join by phone:

1) Click the button on the right hand side of the screen.
2) A pop-up box will appear with call in information.
3) Please dial the phone number, the event number and your attendee ID to connect correctly.
Audio Broadcast vs. Phone Connection

- If you using the audio broadcast (through your computer) you will not be able to speak during the WebEx to ask question. All questions will need to come through the chat.

- If you are using the phone connection (through your telephone) you will be able to raise your hand, be unmuted, and ask questions during the session.

- Phone connection is preferred if you have access to a phone.

WebEx Quick Reference

- Welcome to today’s session!
- Please use chat to “All Participants” for questions
- For technology issues only, please chat to “Host”
- WebEx Technical Support: 866-569-3239
- Dial-in Info: Communicate / Join Teleconference (in menu)
When Chatting…

Please send your message to
All Participants

Faculty

Libby Hoy is Founder of Patient and Family Centered Care Partners, a resource organization for patient- and family-centered care on the West Coast. She has 18 years of experience navigating the health care system as the mother of three sons living with mitochondrial disease. Ms. Hoy began volunteering as a Parent Mentor in 1995 and has been working to improve health systems and empower parents and kids with special health care needs since that time. In her role as the first Family Advocate at Miller Children’s Hospital, she developed the Parent Advisory Board and created the structure for the long-term integration of the patient and family voice within the organization. She recently completed the LEND Fellowship at USC University Center for Excellence in Developmental Disabilities. Ms. Hoy has been consulting to organizations for many years to promote patient- and family-centered care, and has presented at several national conferences on this topic.
Today’s Agenda

- Introductions
- Debrief action period assignment
- Examples of Excellence
- Question and Answer Period
- Action Period Assignment

Expedition Objectives

At the end of this Expedition, participants will be able to:

- Explain the role of Patient and Family Advisors within health care
- Utilize a communication technique to further improvement efforts
- Perform a test of change
Schedule of Calls

Session 1 – Bedside to Boardroom  
Date: Wednesday, May 21, 2:00 – 3:00 PM ET

Session 2 – The Roles & Competencies of Patient and Family Advisors  
Date: Wednesday, June 4, 2:00 – 3:00 PM ET

Session 3 – Engaging Others, Hearts & Minds  
Date: Wednesday, June 18, 2:00 – 3:00 PM ET

Session 4 – Telling Your Story  
Date: Wednesday, July 2, 2:00 – 3:00 PM ET

Session 5 – Examples of Excellence  
Date: Wednesday, July 16, 2:00 – 3:00 PM ET

Session 6 – Leaving in Action  
Date: Wednesday, July 30, 2:00 – 3:00 PM ET

Action Period Assignment Debrief

In 200 words or less, share a story that is authentic, and that provides a new or human perspective. Post your story to the list serve by Friday, July 11th.
Action Period Assignment

Example:

I’d like to introduce you to Lauren. She’s a sports enthusiast and a blocker in the local roller derby league. In 32 years, she had never been an in-patient and never had surgery. Then, one day she fell and suffered a serious shoulder injury and so began Lauren’s healthcare adventure. Before we go much further, I’ll tell you now that this story has a happy ending. She’s progressing well after her surgery. The reason I’m sharing this story is because I attribute her good outcome, at least in part, to her level of engagement as a patient. She established her healthcare goals; had firm expectations about having surgery and therapy on a timetable that fit into her work and personal life commitments; researched her condition and her providers of care; and was not afraid to speak up and engage with her providers. Not all patients/families are (or can be) as vocal as Lauren, so we need to be persistent and identify ways to reach out to patients/families and make them feel comfortable to engage and help us help them. Her story inspired me to research ways to engage patients and families, such as through patient and family advisors. - Lucy

All the elements

- Great introduction
- Positive
- Lets her audience know where she is going
- Gives a list of things we can all do… not things we should not do
- There is an ask
Faculty

Anthony Bernard Roberson is the Administrative Director of Patient- and Family- Centered Care at Georgia Regents Medical Center, the not-for-profit corporation that manages the hospitals and clinics of the Georgia Regents Medical Center. He is responsible for the day-to-day ongoing planning, development, implementation and monitoring of Patient- and Family- Centered Care. Roberson is also responsible for the education of all faculty, administrators, staff and students on Patient- and Family- Centered Care at Georgia Regents Medical Center. Roberson directs Patient and Family Engagement, Family Support and Resource Libraries, Patient Satisfaction (Experience), Volunteer Services, Interpreter and Translation Services, Concierge/Greeter’s Services, Healing Arts, and Patient Advisors. Mr. Roberson has presented and lectured extensively on Patient Family Centered Care for many hospitals and health systems around in the United States and Canada. He has been interviewed and quoted in various publications on Patient- and Family- Centered Care.

Examples of Excellence

Bernard Roberson
Administrative Director
Division Patient- and Family- Centered Care

GRHealth
Patient and Family Partnership

Partner with Patients and Families as Advisors

- Brainstorming sessions
- Planning new services
- Developing and implementing new policies, procedures
- Interviewing leadership candidates
- Educating staff, students, other personnel
- Changing clinically relevant processes
Involving Patients & Families in EVERY Aspect of Operations

Partnering is a Factor in all Aspects of the Health System

- Strategic planning
- Management
- Operations
Patients and Families Involvement:

- Patient Satisfaction
- Electronic Personal Health Record (EPHR)
- Family Faculty – Personal Healthcare Stories
  - University and Staff Educational Programs and Trainings

Patients and Families Involvement:

- Quality and Safety Committees
  - Ethics
  - Performance Improvement
  - Joint Commission Leadership
  - Safety and Security
  - Medication Error and Prevention
  - Discharge Education and Planning
  - Quality Unit Council Committees
Patients and Families Involvement:

- Community Coalitions and Outreach Initiatives
- Renovations and New Construction Projects
- Research: Sub-Investigators
- Board Level Committee
- Human Resources
  - New Employee Orientation
  - Employee Interviews
- Administrative Committees
  - Billing

Improving Patient and Family Centered Care Rounds Research
# Improving Patient and Family Centered Care Rounds Research

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## Acknowledgements

This Guide originates from the Improving Patient and Family-Centered Care "Tahoe" Academic Medical Center Project funded as a challenge grant by the Kaiser Permanente Institute in collaboration with the Accreditation Council for Graduate Medical Education (ACGME), 2008-09. We thank the participating patients and their family members who made the Patient and Family-Centered Care Rounds possible. Many thanks also to the Florida of volunteers patient advisors involved on all aspects of this project.

We acknowledge the leadership of MHG Health, Inc. and the Medical College of Georgia (MCG) particularly the Departments of Pediatrics, PCC nursing and attend staff and participating Hospitalist/Inpatient physician, residents and nurses for their willingness to answer and support patient and family involvement in medical education through interdisciplinary rounds.

Note: All quotes are from PCC Rounds participants (patients, family members, nurses, students, residents and physicians) unless otherwise noted.

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## Collaborating with Shock Trauma Unit and Medical Illustration

Why Do I CSV Patients Look and Act That Way?

- **How do I know it's deeper than what I see?**
- **How do I know that the skin is intact?**
- **How do I know if it is superficial?**
- **How do I know if it is deep?**
- **How do I know if it is lethal?**

The Tubes – Refer to drawing:

1. **Pulse Oximeter**
2. **Central Lines**
3. **Intravenous**
4. **Peripheral IV**
5. **Vascular Access**
6. **Ventilation**
7. **Tracheostomy**
8. **Endotracheal Tube (ETT) – A breathing tube inserted through the mouth or nose that is connected to an external breathing machine (ventilator).**
9. **Oxygen**
10. **Resuscitation**
11. **Intravenous (IV) Lines**

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**Georgia Health Sciences University**

**GRHealth – Georgia Regents University**

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**Why Do I CSV Patients Look and Act That Way?**

- **What do I look for?**
- **How do I know if it is superficial?**
- **How do I know if it is deep?**
- **How do I know if it is lethal?**

**The Tubes – Refer to drawing:**

- **Pulse Oximeter**
- **Central Lines**
- **Intravenous**
- **Peripheral IV**
- **Vascular Access**
- **Ventilation**
- **Tracheostomy**
- **Endotracheal Tube (ETT) – A breathing tube inserted through the mouth or nose that is connected to an external breathing machine (ventilator).**
- **Oxygen**
- **Resuscitation**
- **Intravenous (IV) Lines**
Breast Health Center Redesign

Renovation

Workflow

Hand Washing Initiative

- Improving Hand Washing throughout the Organization
  - Working on Campaign
  - Auditing the Faculty and Staff
  - Confronting the Faculty and Staff
- Rewarding the Faculty and Staff
  - Buttons
Neurosciences Center of Excellence

Results

- Patient Satisfaction
  - 10th → 95th percentile
  - 70th to 90th percentile
- Staff vacancy rate
  - 7.5% → 0%
  - Have waiting list
- Discharges increased 15.5%
- 62% decrease in medication errors
  - As of May 2013, it still holds
**Decreased Risk Premiums**

MCG Health, Inc.
HPL/GL/Umbrella Premiums to Exposures

<table>
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<th>Year</th>
<th>Premium</th>
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</tr>
<tr>
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**Questions?**

- Raise your hand
- Use the Chat
Action Period Assignment

- What will you do by next Tuesday?
- Create an action plan for first steps in achieving the aim you wrote for Action Period 3.
- It may be: Write a new Aim Statement
- Libby and Martha would like to work closely with two organizations to build a plan and share with the next session. If you want to participate email your plan by Tuesday, July 22nd 5:00 PM EST.

Developed by Jane Taylor and Pat Rutherford

Things to think about

- What role might patients and family members play in your work?
- How might you use stories to bring people together?
- How might you engage Patient Family Advisors in your work?
- Who do you want to partner with in your organization for creativity and support?
Expedition Communications

Listserv for session communications: PatientFamilyPartnerships@ls.ihi.org

- To add colleagues, email us at info@ihi.org
- Pose questions, share resources, discuss barriers or successes

Next Session

Wednesday, July 30th, 2:00 PM – 3:00 PM ET
Session 6 – Leaving in Action
Final Session

Martha Hayward
Libby Hoy