

***IHI Person- and Family-Centered Care:  
Transforming the Patient Experience Seminar***

October 15-16, 2013 • Chicago, IL

*The following excerpt was written by a patient or family leader/advocate who shared insights from the [IHI Person- and Family-Centered Care: Transforming the Patient Experience seminar](#) in October 2013.*

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Healthcare is and will always be a human event. Therefore, while incorporating the patient experience in health care providers is at an early stage, the Institute for Healthcare Improvement is taking the lead in educating how to keep the patient and family at the center of their care. Person and Family Centered Care is transforming healthcare and is the future of providing the best possible treatment to patients. The IHI conference on “Transforming the Patient Experience” creates partnerships with not just one person, family, patient, or provider, but rather many of the same. These partnerships develop a culture where everyone is a part of the improved outcome. Moreover, this practice takes place by understanding the patient’s perspective, engaging leaders, and creating a system of reliability to deliver action and results through healthcare providers.

To fully understand the patient’s experience, we must begin by seeing through the patient’s perspective. This is essential to produce fruit and make necessary improvements in experience and healthcare. A key element is listening to the patients and their stories. Stories create the urgency for change, engage the hearts of staff, and add value to the approaches needed to set the standard of care. Patients desire to have dignity, respect, be informed, and participate in the care they receive. As a patient, we need to have an active role in our care. Therefore, physicians and staff need to learn to expand this process as patients become more involved in their care.

Engaging leaders is crucial in implementing the patient and their experiences to deliver the highest level of safe, reliable care. It provides an exceptional key in adequately preparing the ground for why things are important. Leaders need to prepare the staff, change roles, and help maintain the objectives of providing the best possible experiences. Leadership defines the vision then must commit to align the process and focus on this mission. They must understand the patient experience is not just “mine” but “ours” in effort to develop partnerships. Core processes are complimentary in having the right people in the right places to intentionally design an atmosphere of excellence that soothes the patient with a sense of care, compassion, respect and concern. Nevertheless, leadership needs engagement to focus on things that matter most to patients and families, to colleagues, and the communities they serve.

Creating a system of reliability delivers the action of transforming the patient experience. There is not a perfect model for this work. We must create it, own it, and do it. Designing this system requires an engaged and optimized team that is “all in” to develop a plan and guide. Strategies, such as Always Events are necessary to sustain reliability in the treatment. Clear, action-centered, and persistent practices or behaviors provide a foundation for partnering with patients and their families. As a result, this system is important, evidence-based, measurable, and affordable to overcome variables and change, so the patients and families identify with their care.

Attending this conference, took the spark that was recently ignited in my heart as a patient advocate, turned it into a flame, and provided me with a burning torch. It brought me and my experiences together with like-minded people. Furthermore, networking throughout this event brought out a sense of purpose and connection with others’ passion, so that together we can transform the patient experience in healthcare across America and around the world.

Link to blog entry on Steven’s ministry website: <http://www.dutyinternational.org/opportunities/107-institute-for-health-care-improvement-blog>

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