

***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.

At the IHI Seminar in Chicago, a large number of people from across the country and from many different backgrounds and roles within healthcare joined together for a day and a half of presentations and discussions focused on Person- and Family Centered Care: Transforming the Patient Experience. We heard stories of healthcare experiences from the perspectives of both patients and providers. It was impressive how powerful these stories are. One story can convey the importance of patient involvement in a way that transcends many other learning tools. And we discussed change. How to bring it about in environments that are concerned and don't want to rock the boat or those who are finding resistance. Small tests of change. Start slowly, show it works and then cause it to spread. Change doesn't come about overnight, it is a process. It takes a plan and it takes purpose.

Improving the patient/family experience in healthcare settings has improved safety, efficiency, quality, employee experience and financial positions. But this change is not about isolated practices, it is about culture change that comes from the top. It can be bolstered by using available resources and existing data from surveys like HCAHPS, and by input from patient and family advisory councils. There are already many systems where person- and family centered care has made a difference. Sharing their successes allows those who are just transitioning to be led by example. "Always Events" are one of the keys to sustained person and family centered care. The Always Events provide a foundation for partnering between care providers and their patients and families, they assure the highest level of patient experience and better outcomes, and they unify the ongoing commitment to person- and family centered care. They provide a way to do things time after time and to experience the same results. They have been implemented to support transitions of care, communication between providers and patients, and to improve care around certain events, including pain management and dementia to name a few. The seminar ended with us being told the story by patients and administration from Spectrum Health, where they have put these concepts into play and where they are seeing the benefits, first hand, of improved delivery of healthcare.

***- Lisa Freeman
Connecticut Center for Patient Safety, Board Member
Patient Advocacy of Connecticut, Patient Advisor***