

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

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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.

**It Takes All Four:
Healthcare Is and Will Always Be a Human Event**

In order for a successful outcome of any procedure, there must be total collaboration between doctor, hospital leadership/staff, patient and family.

It is important for doctors (the trusted navigator) and medical staff to communicate to patients and families in plain, easily understandable terms. Seek out the engaged family member who will best understand pre- and post-procedures and reasons for hospitalization. Be concerned with mental anxieties of patient and families: "If you can't explain it simply, you don't fully understand it." – Albert Einstein

Leadership should set standards for a culture focused on patient/family centered care:

- Patients and families are treated as partners in care at every level.
- Sufficient staff available with skills to deliver care to patients when needed.
- Leadership creates **consistent** behavior that encompasses clarity, competence, doing with, not to, that is repeatable, measurable and accountable.

The staff, which includes the Emergency Department, Admitting, Pre-op, Surgery, Recovery area, Post-op, Step-down, Maternal Infant Unit, Orthopedic Recovery, Intensive Care Unit, and general patient care area are responsible for successful outcomes. Staff must understand and anticipate patient's expectations and needs for a safe and clean environment make patients feel they are part of the plan for full recovery of their affliction and/or medical procedure.

Patients/families are equally responsible for the successful outcome of patient-centered care:

- Patient/family should know thoroughly their upcoming procedure.
- Discussing with their doctor/surgeon the pre-op and post-op, the upside and downside.
- The therapy, if necessary and dietary changes.
- Patient/family should acquaint themselves with the hospital and ask questions about surgery waiting areas, patient rooms, visiting hours and any amenities.
- Discuss afflictions such as vision problems, hearing impairments, allergies, verbal impediments and diet restrictions.
- Patient/family need to discuss with the doctor/surgeon and hospital staff the health history of patient and family.
- Listing all prescribed medications and supplement.
- Listening to doctor/surgeon and medical staff about post hospitalization and/or medical procedure about diet, cessation of deleterious habits, follow through with therapy (if recommended).
- Follow up with doctor/surgeon to ensure everything is successfully improving.

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