

**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.

The IHI Person and Family Centered Care Seminar in Chicago was absolutely amazing. No matter where an organization is on their journey of patient experience, patient engagement, or patient and family centered care; the team at IHI showed us that there is plenty to learn in keeping momentum going. From strategic planning, involvement of leadership, process improvement, breakdown of HCAHPS and Press Ganey survey data, patient and family advisory councils, patient and family advisors, storytelling, and so much more, there was enough information to readily go back to our organizations to get started on the journey of person and family centered care.

There were a number of things that stuck out the most. I realize the more I get involved in the work of patient and family engagement that it is not just about patients and families, but also how we can engage medical and frontline staff in the enhancements and changes that are occurring in the culture of health care. Martha Hayward gave phenomenal presentations that were engaging, heartfelt, and humorous. She shared the philosophy of IHI calling patient centeredness “Person and Family Centered Care”, describing that the word “person” is broad enough to cover everyone, including patients, physicians, nurse administrators and leadership. It is a culture change that must have the input of all persons involved. The emphasis of this conference was how to integrate patients and families in the change process, commitment of leadership, and collaboration of physicians and nurses to enhance the patient experience.

IHI’s framework for Patient Experience is very direct and easy to understand. There are five key steps in their Patient Experience Actions. The first initial step to improving the patient experience is increasing and improving the communication at the point of care between patients and families and caregivers so there is a true connection. The caregivers must be supported to deliver the highest quality and safety of care. In addition the patients and families must be supported by a system to be engaged in their care. The support of this connection comes from leadership, engagement, and improvement and infrastructure. The IHI team shared the importance of leadership demonstrating the behavior and “defining purpose” of the work, which includes engaging patients and families in meaningful work to enhance and improve care with staff, leaders, and physicians, and last, the daily improvement of solidly grounding skills and understanding of meaningful data to create change (IHI, 2013). With the documents provided, IHI prepared each of us with what we would say to our leaders when we went home and how to present on our work plan for improvement of patient engagement and experience.

As with all the conferences I attend grounded on patient and family engagement, I made “forever friends”. Our passion to help the next patient, the next family, never wavers. It is for those we love, it is our passion, and it is our calling.

Reference:

Balik, B. (2013, October). A Framework for Patient and Family Experience. *Person- and Family- Centered Care: Transforming the Patient Experience*. Presentation conducted from the Institute for Healthcare Improvement, Chicago, IL. Retrieved from: http://app.ihl.org/Events/Attachments/Event-2432/Document-2842/Framework_for_Patient_Experience.pdf

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