PATIENT- AND FAMILY-CENTERED CARE

ANNUAL REPORT
OCT. 2016 - OCT. 2017

PREPARED BY
CAROLINE DELONGCHAMPS
PFCC MANAGER
&
NICOLE CRANE
PFCC VOLUNTEER
PATIENT- AND FAMILY-CENTERED CARE

Patient- and Family-Centered Care (PFCC) means patients, their families, doctors, nurses and other healthcare professionals form a partnership that benefits everyone.

The ultimate goal of patient- and family-centered care is to create partnerships among health care practitioners, patients and families that will lead to the best outcomes and enhance the quality and safety of health care.

OUR FOCUS
THE CORE CONCEPTS OF PFCC
by the Institute for Patient-and Family-Centered Care (IPFCC)

INFORMATION SHARING
Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.

RESPECT AND DIGNITY
Health care providers listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

PARTICIPATION
Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

COLLABORATION
Patients and families are also included on an institution-wide basis. Health care providers collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.
**Pending speaking engagements in Texas and Iowa**

By the year 2020, Caroline will speak in 6 different states about PFCC and MUSC’s continued efforts in driving culture change.

**CAROLINE DELONGCHAMPS’ SPEAKING ENGAGEMENTS**

- **Alabama**
  - Alabama Quality Forum in Birmingham
- **Georgia**
  - GA and SC Nurse Leadership Institute on Jekyll Island
  - Georgia Hospital Association HIIN Meeting
- **New York**
  - 7th International Conference for PFCC
- **South Carolina**
  - Beaufort Extreme Nursing Conference
  - Student Inter-professional Society (SIPS) at MUSC
  - SC Office of Rural Health Conference in Greenville
  - SC Birth Outcomes Initiative Symposium in Columbia

**LEADING THE STATE IN PATIENT- AND FAMILY-CENTERED CARE**

MUSC’s leader of Patient- and Family- Centered Care, Caroline DeLongchamps, has been working with the South Carolina Hospital Association to assist health care organizations across the state with the development of Patient and Family Advisory Councils (PFAC’s).

Caroline has been a part of the South Carolina Safe Care Collaborative and is a member of the SCHA Quality Advisory Council. She was asked to help lead this work because of her speaking engagements with the SCHA as well as the success MUSC has had partnering with patients and families.

Caroline worked with the SCHA and a colleague from a hospital in the upstate to create a PFAC Handbook. This is being used as a resource for health care leaders. Caroline also co-led a workshop teaching leaders across the state how and why to create PFAC’s in their organizations. The workshop was followed up by a 4 part webinar series that illustrated details for starting and sustaining successful PFAC’s.

"It's the idea of working with patients and families, not just doing to them or for them."

The Institute of Patient- and Family- Centered Care

"People will forget what you said, people will forget what you did but people will never forget how you made them feel."

Maya Angelou
PFCC EDUCATION AT MUSC
PRESENTED BY CAROLINE DELONGCHAMPS

NEW LEADER ORIENTATION (LAUNCH) 7 hrs
NURSE RESIDENCY 7 hrs
VOLUNTEER ORIENTATION 3 hrs
NEW EMPLOYEE ORIENTATION 13 hrs

A PATIENT- AND FAMILY- CENTERED CARE INITIATIVE

We gave patients and family members the opportunity to educate us, as their care team, by sharing their stories.

Before filming, patients and families attended an informative workshop where they learned how to write their stories and the results were phenomenal.

All of the completed videos are on MyQuest to be viewed by students, faculty and staff at MUSC. We will continue to expand this library to include a diverse range of experiences in the months to come.

So far 134 minutes of raw video has been edited into approximately 46 minutes of patient stories.

To date, there are 5 Patient Story Library videos uploaded onto MyQuest.

Countless emails between volunteers, Caroline and editing staff.

"I understand my disease, I know what's going on. There is no reason to talk over me or to try and sugar coat it. I need to know how bad it is."

Joey Benton - Patient (14 yrs old)

"They treated me as if I was born here, as if I was part of the family."

Ed Galasso - Bariatric surgery patient
PFCC PRESS GANEY SURVEY RESULTS

This year, we made it a priority to include important questions that measure Patient- and Family- Centered Care. Only 7 hospitals have taken the initiative to include questions like these, thus, we took the opportunity to create our own benchmark to measure our future performance of quality of care. In the years to come, we plan to establish our own databank which will be used to make informative decisions and actions to continuously drive the culture change at MUSC.

Pediatrics is currently where PFCC has its strongest influence on the care provided.

Scores can be enhanced by:

- Creating opportunities to speak about PFCC with physicians, at ADM and
- Senior Leaders reinforcing the core concepts of PFCC to remind care team members that this is our standard of care.

PFCC is starting to infiltrate the adult hospital. Overall, we had a steady increase except the area that asks if families were able to participate in decision making (light blue line).

This is the heart of being a Patient- and Family- Centered Care organization and means that we acknowledge that families play a vital role in the health and well being of their loved one.

Moving forward we will continue driving the culture change and encouraging partnerships with patients and families by emphasizing the importance of faculty and care team member education.

"If you seek out those partnerships, your quality and safety metrics will improve, the patient's outcomes will improve and everyone will be more prepared for discharge."

Kelly Loyd - Family Faculty Member
WE DEPEND ON THE INPUT AND SUPPORT OF THOSE SITTING ON THE COMMITTEE AS WELL AS SENIOR LEADERSHIP

TO DATE WE HAVE HAD:

21 hours of Senior Leadership dedicated to PFCC Steering and New Leader Orientation

1 MUSC Volunteer with PFCC to assist the manager for 3 months.

PATIENT AND FAMILY ADVISORY COUNCILS (PFAC'S)

OUR PFAC'S AND THEIR EXECUTIVE CHAMPIONS:

- Adult Ambulatory - Alice Edwards
- Children's Ambulatory
- Adult Hospital - Patti Hart
- Children's Hospital - Robin Mutz, Amy Hauser
- Institute of Psychiatry (IOP)
- Youth Council

LEADERS FROM EACH OF OUR PFAC’S SUPPORT OUR PFCC STEERING COMMITTEE IN ORDER TO SHARE BEST PRACTICES AND FOSTER A CULTURE OF PATIENT AND FAMILY CENTERED CARE THROUGHOUT THE MUSC HEALTH SYSTEM.
WE HAVE 61 VOLUNTEER ADVISORS SITTING ON OUR PFAC'S

New Members
- CH Ambulatory
- CH Hospital
- Adult Hospital
- Institute of Psychiatry
- Adult Ambulatory

PFAC Media Coverage

Television Broadcasts
- Interview of Kelly Loyd for Topping Off Ceremony - Channel 4 and Channel 5
- Television Interview of Emily Williams - Channel 4 News
- Featured in Country Music TV Special "Home Town Heroes". Unveiling of the new Child Life Teen Room

Publications
- Kelly Loyd received Lewis Blackman Award noted in Clinic Connections
- PFAC contribution to Building Design and Construction, a national magazine
- Post and Courier Medicaid and Insurance article with 2 members mentioned
- Online article of painting of picnic tables at CHWP site

Radio
- 105.5 FM Story on diabetes clinic supplies and JDRF donation

"What we remember as being so significant is her care team... and how inclusive they were... throughout Nora's journey."
Emily Williams - Mother
WHERE HAVE OUR VOLUNTEER ADVISORS BEEN INVOLVED AT MUSC?

INvolvement with Committees/Teams

- Innovation Institute Wayfinding Project
- MyChart Committee
- Patient Experience Performance Executive Committee
- PFCC Steering Subgroups: Signage and Interdisciplinary Rounds
- NICU Parent Satisfaction committee
- Safety Rounds
- CHWP/PTWP Signage and Donor Registration design and approval committee
- CHWP IT and Technology workshops x3
- CAC Design Validation meetings
- Innovative Hospitality Solutions food services evaluation and recommendation meetings
- After Visit Summary (AVS) Workgroup Planning and Brainstorming meeting for medical greenway
- Monthly Staff Meeting: Clinic
- CAC Planning Meeting
- IOP Involuntary Medication Protocol nursing script
- IOP Holiday Fundraiser
- IOP Grateful Patient Program
- CAC groundbreaking planning committee
- Pediatric Safety Collaborative
- CHWP Furniture dealer interviews
- CHWP Topping Off Planning Committee

- CHWP Art Selection Committee
- CAC Executive Steering Committee
- Risk Management RCA Meetings
- Transitions working group with Case Management
- IFPCC Webinars
- Monthly PFAC Meetings
- Infection Prevention
- Food and Services Task Force
- Medication Reconciliation
- First Impressions Committee

Involvement in MUSC Faculty Education

- Connect to Purpose with construction managers and supervisors for CHWP
- Connect to Purpose on job site with construction workers for CHWP
- Filming of Patient Story Library of 5 members.
- Member was a back up presenter for True North orientation presentation
- Member spoke at LDI
- Healthcare Theatre
- Apple Tree sessions
- Pediatric Grand Rounds
- Peri-Op staff meeting on PPI Connect a purpose
- Swartz Rounds

YOUTH ADVISORY COUNCIL AWARDED VOLUNTEER ADVISORY GRANT TO CREATE AN OPTIMAL PATIENT FRIENDLY EXPERIENCE IN THE RUTLEDGE TOWER PEDIATRIC BLOOD DRAW LAB.

CHRISTY ALLEN IS THE RECIPIENT OF PATIENT VOICES SCHOLARSHIP TO THE 2017 DIABETESMINE INNOVATION SUMMIT AT STANFORD UNIVERSITY.

INSTITUTE OF PSYCHIATRY PFAC AWARDED THE YES FAMILY FUND GRANT FOR THE RIDES AND RESOURCES FOR RECOVERY.

CHILDREN’S HOSPITAL PFAC AWARDED THE YES FAMILY FUND GRANT FOR FAMILY MEAL TICKETS

KELLY LOYD WAS THE WINNER OF THE 2017 LEWIS BLACKMAN AWARD

AWARDS

2016/2017

682 hrs

Approximately 682 hours volunteered by council members to attend meetings

Working with approximately 24 MUSC clinicians and administrators to meet the Imagine 2020 goals.

PFAC Members are now volunteering their time to sit in on RCA’s and Safety Rounds.