



# PATIENT- AND FAMILY- CENTERED CARE

## ANNUAL REPORT

NOV. 2017 - DEC. 2018



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

**DEPARTMENT:**

CAROLINE DELONGCHAMPS  
PFCC MANAGER



**REPORTS TO:**

DR. DANIELLE SCHEURER  
QUALITY AND SAFETY



## IMAGINE 2020 GOAL

The ultimate goal of Patient- and Family- Centered Care is to create partnerships among health care practitioners, patients, 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

as provided 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

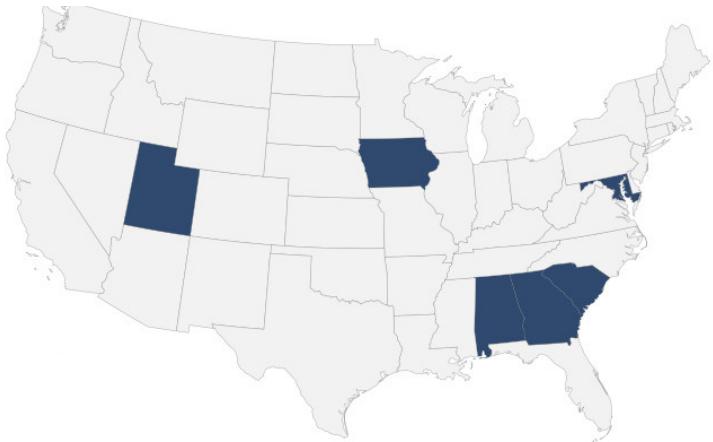
Health care providers listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

### 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.



## CAROLINE DELONGCHAMPS' SPEAKING ENGAGEMENTS

- **Maryland**  
8th IPFCC International Conference; Baltimore with PFAC member
- **Alabama**  
7th Annual Patient Safety Symposium; Birmingham
- **Georgia**
  - Gwinnett Health System; Atlanta
  - GHA Marketing & PR Society; Lake Oconee
  - The Shepherd Center; Atlanta
- **Utah**  
KLAS Keystone Summit; Salt Lake City
- **Iowa**  
Iowa Association of Healthcare Quality Spring Conference; Des Moines
- **South Carolina**
  - SCHA Society of Healthcare Directors of Volunteer Services; Columbia
  - The Performance Improvement Conference; Charleston
- **National Webinar**  
Vizient HIIN Webinar on Patient Engagement

Imagine 2020 Goal of speaking in 6 different states was achieved this year!

## PFCC EDUCATION AT MUSC



PRESENTED BY CAROLINE DELONGCHAMPS



NEW LEADER  
ORIENTATION



NEW CARE TEAM  
MEMBER ORIENTATION



VOLUNTEER  
ORIENTATION



SHARED GOVERNANCE &  
NURSING STAFF MEETINGS

OB Grand Rounds

College of Health Professions - PA Student Lecture

Security Department

College of Health Professions - MHA Student Lecture

MUSC Children's After Hours Care

Student Interprofessional Society

**College of Health Professions Leadership Lecture Series**

*Advancing the Practice of PFCC with Bev Johnson, President and CEO of the IPFCC*

**Presidential Scholars Retreat**

*A Call to Action: Collaboration. Equity. Inclusion. Advocacy and the Journey to PFCC with Dr. Marveila Ford*

MUSC College Medicine - 3rd Year Students

**Pediatric Faculty Meeting**

*PFAC's and Diversity*

"Loved the PFCC presentation! It made me feel grateful to begin working on such a great team."  
- New Employee

CONNECT TO PURPOSE...

# PATIENT STORY WORKSHOPS

MUSC health is hosting these workshops to teach patients and families how to write their stories in such a way that inspires, motivates, and educates our students, faculty and care team members. Participants reflected on the purpose of telling their stories and learned how to craft them effectively. Each story honors the uniqueness of our patients and families while addressing concerns and values.

Following the workshop, patients and families may choose to read their stories to a live audience and/or record them on video. These stories remind MUSC students and care team members that healthcare is personal.



2 Patient Story Writing Workshops were held in November. These workshops are facilitated by a writing professor, the PFCC manager and a family faculty member.



## LEARN MORE ABOUT PATIENTS' AND THEIR FAMILIES' EXPERIENCES HERE AT MUSC



We gave patients and their families the opportunity to educate care team members by sharing their stories.

Before filming, patients and families attended the Patient Story Workshop. The PFCC manager uses their written stories to conduct an on-camera interview. The videos are edited, then placed in MyQuest for students, faculty and care team members at MUSC. We will continue to expand this library to include a diverse range of experiences.

These stories can be used to start a meeting, connect to purpose or share with others to teach the core concepts of PFCC.

## MORE THAN WORDS

is a collaborative effort with the Center for Office of Humanities where Family Faculty members tell their stories to MUSC students.

**More Than Words** is an opportunity for students to listen to personal patient experiences and engage in meaningful dialogue about the value of Patient- and Family- Centered Care.

Sessions provide an introduction to the *medical humanities, narrative medicine* and *family faculty* program and their expanding role in health care education and practice.

We have been invited to share this experience with the following students:

- College of Medicine
- Physical Therapy
- Pharmacy
- Occupational Therapy
- Nursing
- Physician Assistant

"The impact of this experience on our students and their futures is significant"

- Lisa Saladin, PT, PhD, FA PTA, FASAHP,  
Executive Vice President of Academic Affairs  
and Provost

"This class was phenomenal. The stories from patient and family members were so powerful and moving, and gave me tools, insight and ideas for how to be the best future physician I can be.."

- Student

### THIS IS WHERE YOU COME IN:

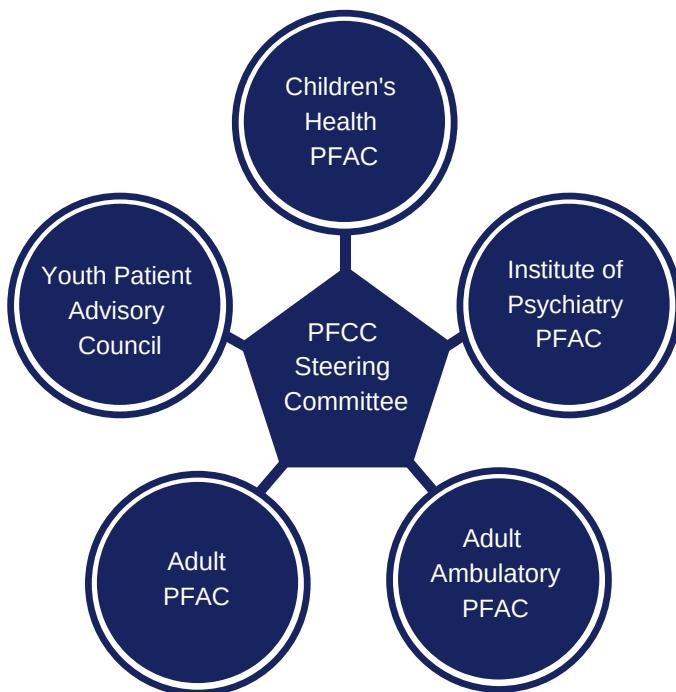
If you or a colleague know of an individual/family that has a story you feel others can learn from or if you would like to participate in a More Than Words session, please contact Caroline DeLongchamps at [delongch@musc.edu](mailto:delongch@musc.edu)



"Sometimes it's hard to remember why we are going through this program when we're in the library in the early hours of the morning but you all are what make us remember."

- Student

# PATIENT AND FAMILY ADVISORY COUNCILS (PFAC'S)



## What is a PFAC?

A PFAC is a meaningful partnership between patients, their families and MUSC care team members. Patients and families work as advisors by sharing their unique perspectives that can help MUSC Health improve the way care is delivered.

We call these volunteers Patient and Family Advisors (PFA's).

Leaders from each council as well as key stakeholders and senior leaders meet monthly to share best practices and foster a culture of patient- and family - centered care throughout the MUSC Health System.

In addition to the PFAC's, PFA's serve on numerous hospital committees.

## NATIONAL RECOGNITION...



MUSC was 1 of 12 hospitals chosen by CMS (Centers for Medicare and Medicaid Services) as an organizational high performer in the area of PFCC.

Vizient selected 12 hospitals nationwide to participate in the Patients First Project Pilot. This is part of a large-scale quality improvement transformation initiative, created with a clear and direct focus on improving hospital quality and safety, using person and family engagement as a major change accelerator.

CMS asked Vizient site visitors to come and see for themselves what we are doing that makes us such a high performer. They spent 2 days touring our facilities and meeting with care team members from senior leaders to front line staff.

Their focus was on the ways in which we utilize patient and family advisors in quality and safety initiatives at MUSC health.

Our Strengths according to Vizient:

- PFAC's clearly engaged in safety and quality improvement work with potential to improve outcomes.

- Very passionate staff members in the quality department dedicated to engagement of patients and families, specifically:
  - Manager, Patient- and Family-Centered Care
  - Director, Risk & Safety
  - Director & Manager, Organizational Excellence
- Use of PFA's as faculty for leadership development trainings and other learning activities (very supportive Chief Learning Officer)
- PFA member of the Serious Safety Solution Committee; PFA involvement in safety rounds
- Development of the patient story library; effective use of patient stories in internal communications and trainings.

As a result of the site visit, Caroline was invited to host a national webinar to showcase MUSC's work with our PFAC's in quality and safety improvement work.

# HOW ELSE HAVE OUR VOLUNTEER PFA'S BEEN INVOLVED AT MUSC?



- Children's Hospital Safety Rounds
- Peri-op and Ambulatory Staff Meeting RE: Parent Presence for Anesthesia Induction
- Pediatric Grand Rounds Parent Panel
- YPAC provided input on art for CHWP
- YPAC toured inpatient units and met with nurse managers
- YPAC met with Pediatric Residents to discuss care delivery and communication with teens.
- Collaborated with care team members on the following: Flu Restrictions, Signage and Messaging, New e-Consent Process, SPS: PIVIE card, All About Me in Rooms
- Participated in the development of care team education videos
- Developed patient education about the role of APPs and CRNAs
- Partnered with Ambulatory Shared Governance to define the meaning of "care and concern" and how it influences the patient experience and health outcomes
- Provided feedback for Online Scheduling systems to improve functionality and ease of use
- Pediatric Cardiology Collaborative

- Vermont Oxford Network collaborative (NICU)
- Interviewed candidates for the ACOO position
- Wrote letter for family members during storm regarding emergency operations
- Planned and hosted family Kick-Offs for CHWP and CAC operational and transitions meetings
- Attended monthly CAC and CHWP operational and transitions planning meetings
- Participated in Root Cause Analysis Meetings
- Participated in Press Ganey site visit
- National Patient Safety week, Patient Panel
- IPFCC conference in Baltimore
- Baldrige core competencies
- Design workshops with Tammy Thompson
- 10 talks with nursing audiences regarding the importance of Bedside Shift Report
- Keynote Speaker for Veteran's Day celebration
- Bi-monthly Family badging meeting and best practice assessment of 15 hospitals



1,556

hours volunteered by PFA's



Family Faculty hours:  
516



Hours spent interviewing and  
training PFA's:  
35

## AWARDS

RECEIVED

- CHILDREN'S HOSPITAL PFAC AWARD  
\$2500 YES GRANT FOR FAMILY MEAL TICKET
- PILLAR AWARD FOR CAROLINE DELONGCHAMPS QUALITY & SAFETY LEADER OF THE QUARTER
- INSTITUTE OF PSYCHIATRY PFAC AWARDED A 2018 FRIENDS OF MENTAL HEALTH GRANT, \$1500 FOR RIDES AND RESOURCES FOR RECOVERY AND A \$1580 GIVING BACK GRANT FOR PROJECT CART

GIVEN

### 1ST ANNUAL QUALITY YEAR-IN-REVIEW AWARDS CEREMONY.

3 PFCC PARTNERSHIP AWARDS WERE PRESENTED TO:

#### 1. MATT WAIN, COO

INVITED A FAMILY FACULTY MEMBER TO TAKE PART IN THE INTERVIEWING AND SELECTION PROCESS FOR THE ASSOCIATE CHIEF OPERATING OFFICER.

#### 2. BERNADETTE GAFFNEY, RN

IS AN RN ON 7C IN THE CHILDREN'S HOSPITAL. AS A NEW MEMBER ON THE TEAM SHE HAS A PROVEN RECORD OF ADVOCATING FOR HER PATIENTS AND THEIR FAMILIES. SHE EXEMPLIFIES ALL OF THE CORE CONCEPTS OF PFCC IN HER INTERACTIONS WITH PATIENTS, FAMILIES AND CARE TEAM MEMBERS.

#### 3. KELLY HEDGES, VOLUNTEER SERVICES

MAKES IT POSSIBLE FOR THE PFCC DEPARTMENT TO RECRUIT, ONBOARD AND TRAIN NEW ADVISORS TO SERVE ON OUR PFAC'S AND FAMILY FACULTY.

# PFCC PRESS GANEY SURVEY RESULTS



Last year, 6 custom questions were added to the Press Ganey Inpatient survey for the pediatric and adult populations. These questions were designed with Press Ganey and the Institute for Patient- and Family- Centered Care with a focus on partnerships with providers, patients and families.

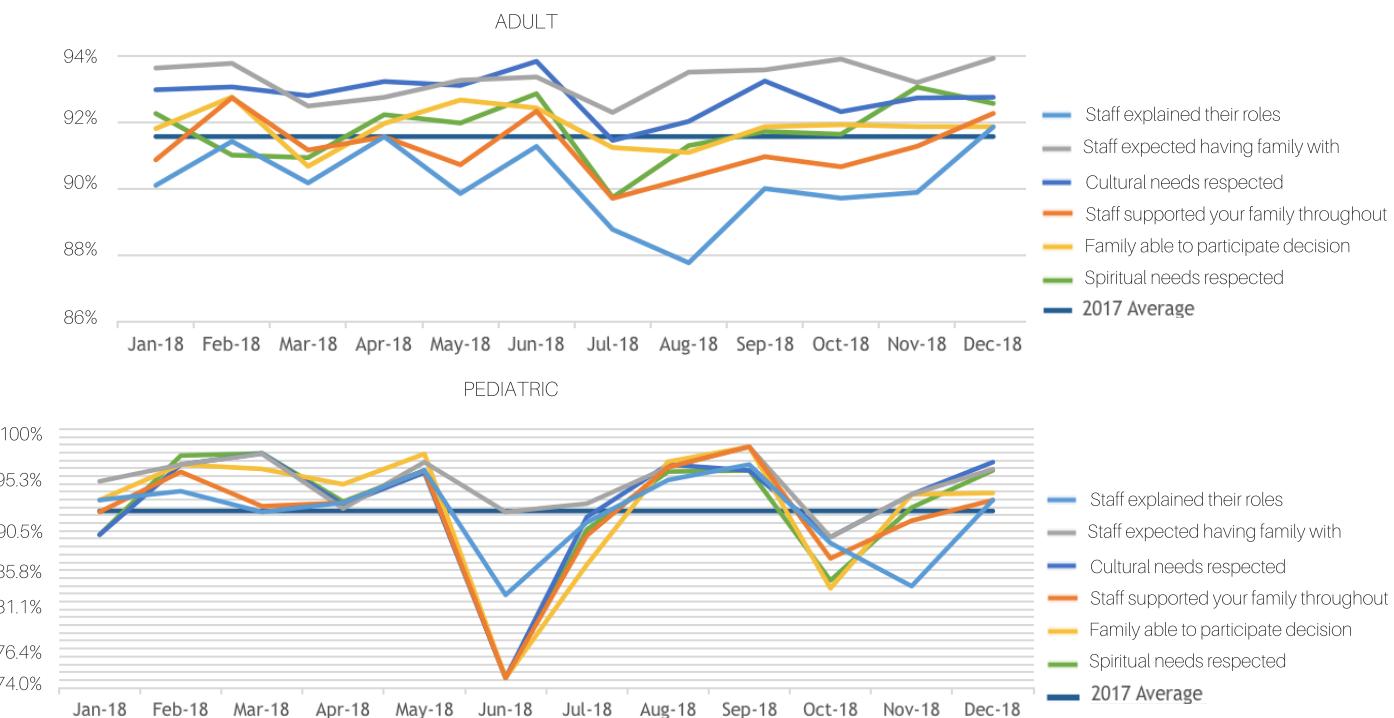
## INPATIENT ADULT

1. How well staff explained their roles in your care
2. Degree to which the staff supported your family throughout your healthcare experience
3. Degree to which your choices were respected to have family members/friends with you during your care
4. Degree to which you and your family were able to participate in your care (if you wanted)
5. Degree to which staff respected your family's cultural needs
6. Degree to which staff respected your family spiritual needs

## INPATIENT PEDIATRIC

1. Degree to which you and your family were able to participate in decisions about your child's care
2. How well staff explained their roles in your child's care
3. Degree to which the staff supported your family throughout your child's healthcare experience
4. Degree to which your choices were respected to have family members/friends with you during your child's care
5. Degree to which the staff respected your family's cultural needs
6. Degree to which staff respected your spiritual needs

The average for both sets of questions increased slightly from last year. The question asking the patient to rate the "Degree to which your choices were respected to have family members/friends with you during your care" scored the highest. The lowest scoring question was "How well staff explained their roles in your care."



The PFCC Steering Committee will collaborate with key stakeholders across the organization to discuss these scores. It will be important to celebrate what is going well and identify units and leaders that can help the organization improve.

"My doctor is truly gifted. She is very thorough with her examinations, and ALWAYS takes time to answer my questions, and to make sure I understand what she tells me about my condition."

-Patient

"My RN was a saving grace. She made me feel calmer; she was extremely caring and attentive knowing that I was so scared. She made a big difference and she loves her job."

-Patient