Mini Session III:
Nothing About Me Without Me: A Patient And Family Partnership Program
Patient And Family Advisors And TeamSTEPPS: A Cultural Transformation
Partnering With Patient/Family Advisors In Patient Experience Research

Patient and Family Advisors and Teamstepps: A Cultural Transformation

Jennifer Lastic, Program Coordinator, Patient and Family Advisors, Office of Patient Experience
Robert L. Smith, PhD, Director, Medical Staff Assistance Program and TeamSTEPPS Programs
Mary Ann Hagans, Patient and Family Advisor

The MetroHealth System
Serving Cuyahoga County in Cleveland since 1837
- Integrated health system with an acute care hospital housing Cuyahoga County’s only verified Level I Adult Trauma Center and Burn Center
- Academic health system
- Over 20 health centers throughout the community
Patient and Family Advisor Program

Implemented October 2014:

- 51 Patient and Family Advisors (PFA)
- 54 Projects/committees/speaking engagements
- 623.5 Total volunteer hours (2015)

Samples of Patient and Family Advisor Involvement

<table>
<thead>
<tr>
<th>Ambulatory Health Center Building Design</th>
<th>Inpatient Patient Experience Committee</th>
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<tr>
<td>Arts in Medicine Advisory Council</td>
<td>Language Access and Communication Services</td>
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<td>Campus Transformation – PFA Smart Team</td>
<td>MetroHealth Select Committee</td>
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<td>Cancer Survivor Committee</td>
<td>MH Patient &amp; Family Advisor Council</td>
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<td>Critical Care Pavilion/ICU Expansion Project</td>
<td>MyChart</td>
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<td>Cultural Competency Committee</td>
<td>Patient Experience Board of Trustees</td>
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<td>ED Patient Experience Committee</td>
<td>Patient Safety Fair</td>
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<td>Ethics Committee</td>
<td>Purposeful Hourly Rounding</td>
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<td>Family Medicine-PCMH</td>
<td>Quality Board of Trustees</td>
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<td>Hospital Orientation – story sharing</td>
<td>Surgery Grand Rounds</td>
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<td>Inclusion &amp; Diversity Council &amp; BOT</td>
<td>Team STEPPS Action Council</td>
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<td>Inpatient Oncology Unit Design</td>
<td>Think Tank Review Team</td>
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</tbody>
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TeamSTEPPS

Team Strategies and Tools to Enhance Performance and Patient Safety

“Based on evidence derived from team performance...leveraging more than 25 years of research in military, aviation, nuclear power, business, industry...to acquire team competencies"
TeamSTEPPS

Initiated Program in 2013:
- Identified TeamSTEPPS Champion
- Established TeamSTEPPS Change Team
- Prepared Master Trainers
- Developed Steering Committee
- Agreed to Implement System-wide
- Developed Instructor Training Course

Organizational Change Team
- Quality Department
- OB/GYN
- Emergency Medicine
- Surgery
- Trauma / Burn Units
- Medicine
- Pediatrics
- Geriatrics
- PM&R
- Ambulatory Care
- Medical ICU
- Organizational Develop
- Simulation Center
- Communication
- Diversity and Inclusion
- Marketing
- MetroHealth Union
Targeted Administration for Buy-In

MetroHealth’s Mission
“Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork.”

MetroHealth’s Values
- Service to Others
- Teamwork
- Accountability
- Respect
- Inclusion and Diversity
- Quest for Excellence
TeamSTEPPS and MetroHealth’s Progress with Implementation

- Emergency Department
- Critical Care/ Trauma/ Burn Units
- Operating Room and PACU
- Labor & Delivery, NICU and Post-Partum
- Administration, Strategic Planning, Foundation
- Physical Medicine and Rehabilitation
- Middleburg Hts. Ambulatory Care
- Ambulatory Surgery on Main Campus
- Pediatrics

TeamSTEPPS and MetroHealth Action Councils

Establishment of Action Councils
- Part of Sustainability
- Clinical and Non-Clinical Areas
- Goals:
  - Improve Patient Safety/ Customer Service
  - Improve Patient/Customer Satisfaction
  - Improve Employee Satisfaction
  - Improve Processes and Efficiencies

Description of Action Council

- Action Council has Two Co-Chairs
  - Co-Chairs are not part of leadership. They are line staff.
  - A Master Trainer sits on the Action Council to support the Chairs.
- One Person Representing every Discipline or Job Category on the Unit
There was a missing component to the clinical teams…

The patient and family voice!

Patient and Family Advisors and TeamSTEPPS Action Councils

October 2014: First PFA added to the TeamSTEPPS Action Councils

- Piloted with the Emergency Department, Operating Room and PACU and Ambulatory Health Center
- Jennifer Lastic educated Actions Councils about the role of the PFA on the Action Council
- Dr. Smith introduced PFA to the clinical team and explained their role

Improvements due to Patient and Family Advisor Input

- Kiosk check-in process improvement at Ambulatory Health Center (more user friendly check-in for appointments)
- Better signage for way-finding
- Efficient patient scheduling in ambulatory setting – before leaving follow-up appointment is made
Contributions as a Patient and Family Advisor

- Complete TeamSTEPPS Instructor Course (8 hours)
- Serve as TeamSTEPPS Action Council PFA preceptor
- Serve on the TeamSTEPPS Sustainability Committee
- Serve on the TeamSTEPPS Quarterly Review Committee

Current PFA Involvement with TeamSTEPPS Action Councils

Six PFAs on TeamSTEPPS Action Councils:
- Ambulatory Health Center
- Critical Care/Trauma/Burn Units
- Emergency Department
- Labor & Delivery, NICU and Post-Partum
- Operating Room and PACU
- Pediatrics-PFA in process
- Physical Medicine and Rehabilitation
- Ambulatory Surgery, Orthopedics, ENT, and Ophthalmology

TeamSTEPPS Master Training:
- First PFA Master Trainer, May 2016

Future of PFAs and TeamSTEPPS Action Councils

Brainstorming January 2016 – How to make PFAs more effective with Action Councils:
- PFAs will round on patients and family members and report back to Action Council
- PFAs will report data/comments from Patient Experience Surveys (Press Ganey) to the Action Councils
Contact Information

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Next...

Poster Session Presentations
4:00-5:00 PM
Foyer

Off Site Networking Reception & Dinner
6:00-9:00
Busses will transport attendees to Winspear Opera House

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