Setting the Patient Experience with New Admission Orientation and Point of Care Rounds
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Patient and Family Centered Care

Institute for Patient- and Family- Centered Care:
“An approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families”. It redefines the relationships in health care.

The IOM (Institute of Medicine):
"Providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions."

Patient- and Family- Centered Care
Patricia K. Sodomka (1950-2010)
PFCC Pioneer

“Patient- and Family-Centered Care asks us to empower patients and families so they are aware, knowledgeable and actively engaged in their own health care. What we’ve learned since we started this journey in 1993 is that when we involve patients and families, quality of care improves. It’s really that simple.”
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.
Patient- and Family-Centered Care Philosophy and Practice

Provider-Centered Model

- Patients hinder
- Dr. Controls
- Expert, 1-way
- Restricted Info
- ↓Family Support
- Rigidity
- Pt. Dependence

Patient- & Family-Centered Model

- Patients strengthen
- Dr. Collaborates
- Partnership, 2-way
- Shared info
- ↑Family Support
- Flexibility
- Pt. Empowerment
Patient- and Family-Centered Care: Why Is It Needed?

“... Care must be delivered by systems that are carefully and consciously designed to provide care that is safe, effective, patient-centered, timely, efficient, and equitable.

Such systems must be designed to serve the needs of patients, and to ensure that they are fully informed, retain control and participate in care delivery whenever possible, and receive care that is respectful of their values and preferences. “

Institute of Medicine, Crossing the Quality Chasm (2001)
National Patient Safety Goal (NPSG) #13 *

Encourage patients’ active involvement in their own care as a patient safety strategy

- Educate about ways to report concerns about care, treatment, services & safety
- Provide patient/families information about infection control methods, hand hygiene, and contact precautions
- For surgical patients – inform about measures to prevent adverse events in surgery
- Patient identification practices; preventing infections; marking surgical site
- Hospital encourages patients/families to report concerns about safety

www.jointcommission.org
People are treated with respect and dignity

Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful.

Individuals and families build on their strengths through participation in experiences that enhance control and independence.

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Patient-and Family-Centered Care
Involve patients and families in all aspects of the planning, delivery, and evaluation of health care services.

Recognize families as important members of the health care team. Encourage and support families in care planning and decision-making.
Patient & Family Centered Care Standards

- **Support** patients in involving their families in their health care experiences in ways that they choose. **Be Flexible.**

- **Coordinate and integrate** the care for the patient--coordinate services (i.e. tests, consultations, or procedures).
Patient & Family Centered Care Standards

- Encourage and support family members to be present during procedures and treatments, if this is the preference of the patient.

- Provide information, in ways that patients and families would find helpful, empowering and supportive in nurturing, care-giving, and decision-making.
Patient & Family Centered Care Standards

- **Welcome** family members at all times regardless of rounds, change of shift or other events on the unit.

- **Provide easy** and **accessible** opportunities for patients and families to ask questions of doctors and nurses.

- Provide care that **respects** patients’ values, preferences, and expressed needs.
Patient & Family Centered Care Standards

- Provide timely, tailored, and expert care in managing the **physical comfort** of the patient.

- Provide **emotional support** in relieving fear and anxiety that accompanies an injury, illness—fear of pain, disability or disfigurement, loneliness, financial impact, or the effect of illness on the family.
The Evidence for PFCC

- PFCC improves health status
- PFCC lessens the symptom burden on patients
- PFCC encourages adherence to treatment plans
- PFCC decreases misdiagnoses from poor communication
- PFCC reduces unnecessary test and referral related costs
- PFCC reduces risk factors that lead to malpractice suits
PFCC Health System

Shifting to a Culture which Partners with Patients and Families

Board

Management

Staff

Medical Staff

Patient and Family Advisors
Involving Patients & Families in EVERY Aspect of Operations

Cancer Center
“...inspiration is easy. Implementation is the hard part.”

-Bob Taylor
IMPORTANCE OF INVOLVING PATIENTS AND FAMILIES IN THE PLANNING AND DEVELOPMENT PROCESS
Atlas Shrugs

- Emotional component of receiving medical care
- Effect on patient/family ability to engage in meaningful way
- Need to have patients/families feel valued
- Need to reduce levels of anxiety and fear
- Need to renew sense of control and new order to life
PFA Involvement: New Admit Orientation and Point of Care (POC) Rounding Initiatives

• Concept development – patients & families needs

• Participation in execution of POC

• Support of initiatives through committee memberships

• Education of students and staff on patient/family experience
Improve the Patient Experience!
New Admit Orientation (NAO)

“Expectation is the root of all heartache.”
- Shakespeare
Informational Flyers

Informational Flyers include:

• Quality Management
• Interpreter & Translation Services
• Food & Nutrition
• Communication
• Discharge Checklist
• Social Work
• What to Expect
• Presence and Visitation Policy
• Patients’ Rights
• Patients’ Responsibilities
Supplementary Documents

Documents include:

• Guide to Area Services
• GRMC Community Calendar
• VIP Patient Portal Enrollment Request (electronic medical record)
• Family Resource Center Rack Card
• GRMC Patient Channel Guide
• PFCC – Patient Advisory Program Brochure (entered upon follow-up)
Playing the Blame Game? Get OVER It! MOVE FORWARD!
Point of Care (POC)

• Internal assessment of patients’ hospital experiences
• Real time data and snapshot
• Service recovery
• Performance improvement opportunities
• Best practices opportunities
# Point of Care Survey

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Type</th>
<th>HCAHPS Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>During shift changes was your treatment plan discussed amongst yourself and AM/PM nurses?</td>
<td>Yes/No</td>
<td>Communicate with Nurses</td>
</tr>
<tr>
<td>Are you pleased with the frequency of staff coming to check on you?</td>
<td>Yes/No</td>
<td>Communicate with Nurses; Communicate with Physician</td>
</tr>
<tr>
<td>White Board Complete/up-to-date?</td>
<td>Yes/No</td>
<td>Communication/Whiteboard</td>
</tr>
<tr>
<td>Has all the new medicines given to you been explained, to include, side effects?</td>
<td>Yes/No/NA</td>
<td>Communicate about Medications</td>
</tr>
<tr>
<td>Are the nurses and doctors being courteous and respectful?</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>Do you feel like the staff is treating you and your loved ones like partners by keeping you informed and including you in treatment plan decision making?</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>Is the cleanliness of your room to your liking?</td>
<td>Yes/No</td>
<td>Cleanliness; Auxillary Services</td>
</tr>
<tr>
<td>Do you enjoy quiet time?</td>
<td>Yes/No/Don't know what QT is</td>
<td>Overall Rating; Quietness</td>
</tr>
<tr>
<td>Based on your diet, are you satisfied with the meals (temperature and appearance) provided?</td>
<td>Yes/No</td>
<td>Auxillary Services</td>
</tr>
<tr>
<td>Mr./Mrs. __, our goal is to best meet the needs of you and your family here during your stay. Do you have any questions or concerns that you would like to share/address today?</td>
<td>Open Response</td>
<td>Willingness to Recommend; Overall Rating</td>
</tr>
</tbody>
</table>
Example Script You Should Model

Good morning/afternoon Mr./Mrs.____________, my name is ____________ and I am (____ your title_____) for the division of Patient and Family-Centered Care here at Georgia Regents Medical Center. I came by to talk with you about how your care and stay have been so far and how we (hospital and staff) can better meet your needs. Is it okay to have 5 minutes of your time to ask a few question and you share some of your experiences that you’ve had while you have been in our care?

Thank you very much for taking the time to speak with me and share your experiences with me. Is there anything I can do for you before I go? I hope you have a wonderful rest of your day and that you can get out of here soon.

• Make sure conversation flows smoothly.
• Provide contact information regarding where to reach you or a member of Patient Engagement.
• Look for opportunities to recruit Patient Advisors.
Essential Keys: If I Knew Then What I Know Now
## Results

**POC rounding (date range Jan 2015-Nov 2015)**

<table>
<thead>
<tr>
<th>Areas Surveyed</th>
<th>Bedside Shift Report</th>
<th>Staff Rounding Frequency</th>
<th>Whiteboards</th>
<th>Meds Explained</th>
<th>Courtesy and Respect</th>
<th>PFCC Partners</th>
<th>Cleanliness</th>
<th>Noise Level</th>
<th>Meals</th>
<th>Red</th>
<th>Orange</th>
<th>Green</th>
<th>Surveys N</th>
<th>Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Adult Locations</td>
<td>87.0%</td>
<td>90.1%</td>
<td>76.5%</td>
<td>91.6%</td>
<td>95.2%</td>
<td>94.1%</td>
<td>92.1%</td>
<td>95.5%</td>
<td>85.0%</td>
<td>1.5%</td>
<td>1.5%</td>
<td>31.7%</td>
<td>66.8%</td>
<td>2130</td>
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<tr>
<td>All CHO Locations</td>
<td>86.4%</td>
<td>94.5%</td>
<td>84.9%</td>
<td>94.2%</td>
<td>97.7%</td>
<td>96.5%</td>
<td>93.8%</td>
<td>97.4%</td>
<td>89.1%</td>
<td>1.1%</td>
<td>1.1%</td>
<td>18.6%</td>
<td>80.3%</td>
<td>348</td>
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</table>

<table>
<thead>
<tr>
<th>Areas Surveyed</th>
<th>Staff Rounding Frequency</th>
<th>Doctor Communication</th>
<th>Whiteboards</th>
<th>Pain Management</th>
<th>Courtesy and Respect</th>
<th>PFCC Partners</th>
<th>Cleanliness</th>
<th>Noise Level</th>
<th>Meals</th>
<th>Red</th>
<th>Orange</th>
<th>Green</th>
<th>Surveys N</th>
<th>Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Adult ICU Locations</td>
<td>92.9%</td>
<td>90.5%</td>
<td>81.0%</td>
<td>90.1%</td>
<td>98.2%</td>
<td>88.1%</td>
<td>98.8%</td>
<td>95.0%</td>
<td>1.2%</td>
<td>32.5%</td>
<td>66.3%</td>
<td>82</td>
<td>225</td>
<td></td>
</tr>
<tr>
<td>All CHO ICU</td>
<td>95.6%</td>
<td>95.6%</td>
<td>91.1%</td>
<td>97.8%</td>
<td>97.7%</td>
<td>97.7%</td>
<td>97.8%</td>
<td>95.6%</td>
<td>0</td>
<td>18.2%</td>
<td>81.8%</td>
<td>44</td>
<td>116</td>
<td></td>
</tr>
</tbody>
</table>
Return on Investment

Point of Care
• Proactive Service Recovery
• Audit of Performance Improvement Initiatives
• Educate Patient about patient satisfaction survey
• Opportunity to survey all patients
• Employee Recognition

New Admit Orientation Packets
• Meet Joint Commission Standards
• Centralized location for accessing information for all needed services at point of care and at discharge
Questions
Exhibitor Reception

5:00-6:30 PM

Foyers