Cleveland Clinic
Hillcrest Hospital
Caring Partners Program

Journey toward
Patient and Family-Centered Care
Mission:

Promote a culture of exceptional patient and family-centered care through open communication and collaboration with Hillcrest Hospital’s healthcare team, caregivers, patients and families.
Patient and Family-Centered Care begins with each one of us!

Hillcrest Caregivers
+ Patients
+ Families

Patient and Family Centered Care

Partners in Care…a team approach!
Evolving into Patient and Family Centered Care

System-centered care

Patient-focused care

Family-focused care

Patient and Family-Centered Care
Benefits of Patient and Family-Centered Care

- Patient experience
- Patient engagement
- Patient & family centered care
- Caregivers are empowered to engage families
Why Patient & Family Centered Care?

- Social isolation is a risk factor for errors
- Hospitalization is a devastating event for elders
- Most hospital intensive care units restrict family visiting
Why Patient & Family Centered Care?

- Family presence in ICU lowers anxiety
- Infection rates are the same or lower
- Improved psychological and physiological outcomes
- Reduced falls and injuries
- Families who witness CPR have less anxiety, depression, and PTSD
- Families who witness CPR have less anxiety, depression, and PTSD
2015 the Journey begins…
Strategies to build a PFAC

Self Assessment of Hillcrest Leadership

Institute of Patient and Family Centered Care training for 7 leaders

Program Coordinator
Institute of Patient and Family Centered Care

- Dignity & respect
- Information sharing
- Participation
- Collaboration
HC Self-Assessment

- "To what extent is PFC a core priority" • 29% “highest priority”
- "Hillcrest’s leaders hold staff accountable for PFC” • 22% “strongly agree”
- "HC supports the collaboration of physicians and staff w/ pts and families” • 12% “strongly agree”
HC Self-Assessment

- "Pts & families are encouraged to participate in care planning and decisions"
  - 14% “strongly agree”

- "Pts/families are encouraged to be present and participate in change of shift report"
  - 21% “strongly agree”

- "HC orientation prepare staff for PFCC"
  - 17% “strongly agree”
PFA’s Referral Process

- Marketing Materials and Website
- Leadership Rounding Conversations
- Direct referrals from Caregivers
Utilization and Responsibilities of the PFAC

- Hospital on-boarding with Volunteer Coordinator
- PFAC Orientation with the Caring Partner Program * signed contract
- 2 Year Volunteer Commitment
- Confidential Caring Partner Agreement must be signed prior to working on projects/committees
- Monthly meeting attendance as a group
Develop Collaborative Action Plans

**DEVELOPING YOUR ACTION PLAN**

**Overall Goal:** Patient / Family Advisors (PFAs) will be active participants in the SOLVE Project Team, "Improving Communication Among Caregivers to Identify Post-acute Care Needs Early in the Hospitalization for the Neuro-Medical Patients Discharged from 4Main-West."

**Note:** SOLVE Project milestone for presentation January 18th, 2016.

<table>
<thead>
<tr>
<th>Action Steps To Be Taken</th>
<th>Who Should Be Involved?</th>
<th>Barriers</th>
<th>Resources or Support Needed</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Identify and recruit (2-3) PFAs to be a member on SOLVE Project Team by (Step 6 on recruitment) by December 31st.</td>
<td>Melissa Richardson and Tyan Clarke will identify potential candidates and make for formal request. Utilize criteria:</td>
<td>Lack of participants candidates</td>
<td>Messaging</td>
<td>Completed Dec 1, 2015</td>
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<td>2. Describe expectations, when, where, how by Nov 14</td>
<td>Therese Donald, Tyan</td>
<td></td>
<td></td>
<td>Completed</td>
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<td>3. Identify/collect patient stories on the coordination and process of discharge.</td>
<td>PFAs, Care Manager, Nurse Manager, Stroke Coordinator will identify stories both negative and positive to share with staff.</td>
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<td>4. Orient PFAs to role including job description, expectations, meetings by Dec 31st.</td>
<td>Therese Razzante to provide formal PFA orientation</td>
<td></td>
<td>Orientation Dec 7, 2015</td>
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<td>5. Identify dates for team meetings following each scheduled SOLVE Project meeting.</td>
<td>Melissa Richardson, Tyan Clarke, Donald</td>
<td>Room/Team Members</td>
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<tr>
<td>6. Leadership presentation to staff on topic of Patient and Family Centered Care Core Concepts and an update communication of the SOLVE Project, 1Q 2016. ~ Short- term WIN!</td>
<td>Brian Harter, Sue Sturges, Maggie Cole, Therese, and PFA faculty</td>
<td>Room/Team Members</td>
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<tr>
<td>7. Assessment of Staff: Survey - Advancing the Practice of PFCC Dec 7, 2015.</td>
<td>Sue Sturges, Tyan Clarke, Therese Razzante</td>
<td>Room/Team Members</td>
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**How will you know it is done?**
When Project is complete and feedback received by Steering Committee.
Outcome Measurements: Increase in HCAHP scores (TBD), decrease LOS, decrease readmissions and percent of PFAs meeting participation.
Stroke Discharge Solve Project

- Selecting Patient and Family Advisors
- Transitioning and welcoming PFA’s to Stroke Discharge meetings
- Project highlights and concerns
- On going partnering and collaboration
Culture of Improvement projects throughout Hillcrest Hospital are realizing the need to have Patients and Family Advisors on committees.

**Recruitment and Orientation of PFA’s**

* 12 PFA’s

**Steering Committee**
Caring Partners Coordinator

- Recruit and develop team of patient advisors
- Identify key projects
- Coach us on how to listen to our patients and families
- Monitor, measure, and publicize our successes
## Patient and Family Advisors

| Leadership rounds – Voice of the Patient |
| Ethics committee                      |
| NICU                                 |
| Stroke discharge                      |
| Handwashing                          |
| Caring Partners Steering Committee    |
| New Staff Orientation                 |
| 4 main – Quiet at Night               |
PFA’s

NICU

Quiet at Night

Patient and Family Advisor Committee
Steering Committee

- Set annual goals
- Receive project updates
- Support & guidance
- Spread the message
- Philanthropy
Journey in motion

Continue to educate staff about Hillcrest’s mission toward patient and family-centered care.

Review action plans monthly with Steering Committee.

Increase the number of PFA’s at Hillcrest.

Add 5 more projects to the Caring Partner Program in 2016.
Caregivers Role

Learn!
- Webinars, publications and more
- ipfcc.org

Re-frame your projects around patients & families

Identify potential patient and family advisors

Who’s ready?
Questions?
Cleveland Clinic

Every life deserves world class care.