



Patient and Family Advisor Volunteers

Creating Harmony Together



SHC Mission

- *Sidney Health Center's mission is to help you achieve your highest level of health and well-being.*

Sidney Health Center's Core Values:

- Integrity
- Compassion
- Accountability
- Respect
- Excellence

OBJECTIVES

- Understand the rationale behind involving patients as advisors
- List the key points in establishing a patient and family engagement program
- Identify methods of recruitment
- Understand volunteer roles and opportunities for involvement

Glossary

- PFE – Patient and Family Engagement
- PFAC – Patient and Family Advisory Council

Why involve patient/family advisors?



Patient and family engagement is associated with improved patient quality and safety and better health outcomes.



Patients engaged on the personal level and on through the facility level will improve their care and the care for other patients.



An intentional structure around impactful engagement brings critical insights to the facility and constructive collaboration

Healthcare is Changing

DOING

- TO YOU
- FOR YOU
- WITH YOU



National Initiatives for PFE

Medicare Metrics

- Planning Checklist for Scheduled Admissions
- Shift Change Huddles or Bedside Reporting
- Designated PFE Leader
- PFAC or Patient/Family Representative(s) on Hospital Committee
- Patient/Family Representative(s) on the Board of Directors

American Medical Association

- **TRIPLE AIM**
 - Improve quality
 - Improve patient satisfaction
 - Reduce costs

Who makes a good patient/family advisor?

People who have a passion for patient-centered care

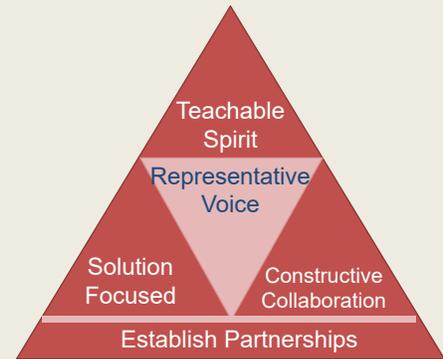
Someone who can listen to differing opinions

Someone who can share positive and negative experiences in a constructive way

Someone who can respect, promote and maintain strict confidentiality at all times

Core Competency for PFE Advisors

- With a foundation of establishing partnerships
- Recognize that true collaboration requires seeing different perspectives
- Once a problem is identified, move toward a solution
- All share their experience, and must balance each other's point of view
- Be open to a new understanding



Where can we find volunteers?

Staff recommendations

From your complaints file

From corporate membership lists
(foundation or hospital)

Help wanted ads

Self Recruitment through fliers, website

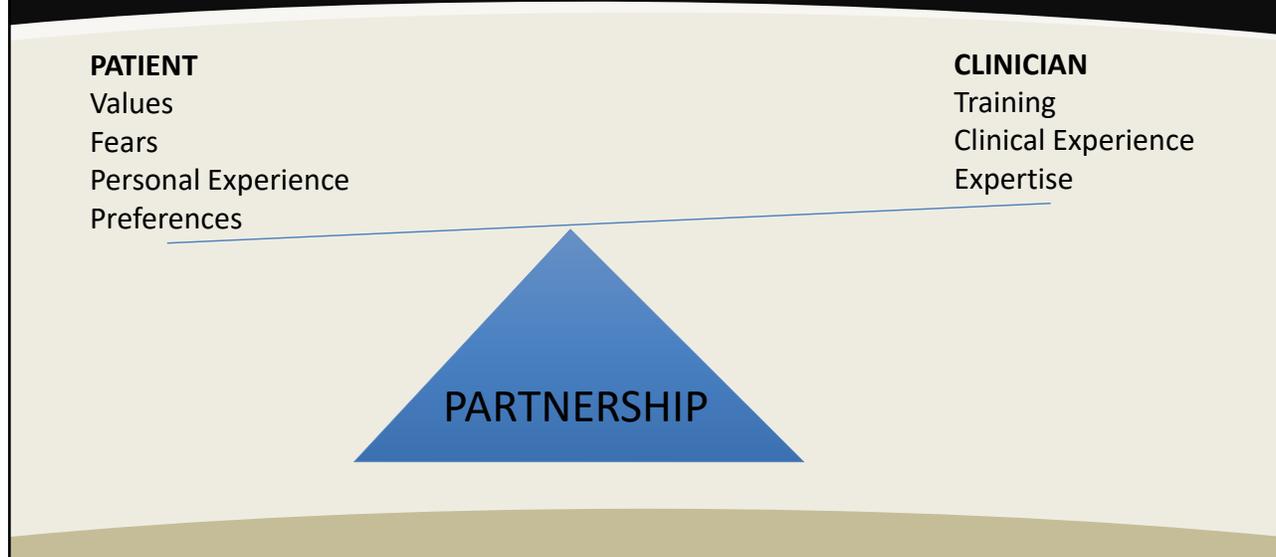
What do patient and family advisors do?

Opportunities	Offer insights about strengths and/or areas where changes may be needed
Prioritize	Help develop priorities for improvements based on patient-and family-identified needs
Generate	Help develop new ideas and solutions
Quality	Improve quality and safety
Outcomes	Help us provide better health outcomes for patients
Experience of Care	Help us guide a better experience of care (for patients, family members, clinicians and staff)

What else do patient and family advisors do?

- Provide input or feedback on:
 - How we deliver care to patients and families
 - Patient and family experiences with care
 - Tools and resources for patients, physicians and care teams
 - New services, remodel of spaces, policies involving patients
- Talk about their experiences
 - Their experiences are a powerful tool for inspiring change

The Balance of Knowledge



Patient and Family Advisor Roles

- On-Line Advisor
 - Review patient education information via email and respond with feedback
- Sharing a patient story to the board
 - One time visit to a Board of Director's meeting to share a personal patient experience
- Serving on a committee
 - Attending the meetings of a current committee that has a focus of patient experience
- Walk Arounds
 - Touring the facility with the eye of a new home buyer
- Working on a short term project
 - Attend task force meetings for new services, remodeling projects, etc
- Patient and Family Advisory Council (PFAC)
 - Participate in a regularly scheduled meeting of the Advisory Council; membership includes a mix of patients and staff

How to Start

- Define the scope for your facility
- Engage staff
- Draft a policy, job description, etc
- Recruit potential volunteers
- Formal application
- Interview
- Onboarding and orientation



Policy Thoughts

- Draft of the policy
- Reviewed by your volunteers as they come on board
- The policy becomes a job description possibly
- Include privacy guidelines
- Include vaccine rules

Create a Charter

- HQIC calls this the North Star
- A guiding statement that reflects the facility vision and mission
- The purpose of the patient and family advisor program
- The scope of the PFE efforts

To redefine rural healthcare through patient centered innovation and collaboration through partnership among our patients, families, leadership and staff.

Expectations and Guidelines

VOLUNTEERS

- Respond to requests
- Attend meetings
- Share information in a constructive format
- Bring the voice and eyes of the patient to the discussion

SIDNEY HEALTH

- CENTER**
Respect time commitment, keeping in mind this is a volunteer position
- Respectfully listen to feedback
 - Close the loop on topics and issues brought forth

Interview and On boarding

- Invitation letter
- Formal application
- Telephone interview
- Acceptance letter or phone call
- Letter of non-acceptance
- Orientation
 - Privacy rules
 - COVID vaccination process



PFE Roles and
Results

On-line Advisors

- On Line review of patient facing documents
 - Reviewed information given to families of COVID patients
 - Reviewed a pet visitation policy
 - Reviewed preadmission checklist
 - Reviewed the Ready Set Go discharge information

Committee Members

- Two volunteers on Patient Experience team
- Advise on ideas to improve the patient experience
 - Soup bowls
 - Entertainment cart
 - Reviews survey comments

Walk Around Volunteers

- Walk arounds twice a year
- One indoor, one outside
- Focus on way finding, cleanliness, welcoming environment
 - Shrub removal
 - Worn flag
 - Wayfinding, signs

Patient and Family Advisory Council (PFAC)

- More than 50% patients, less than 50% staff
 - Staff: Senior Leader Patient Experience, DON, Social Worker, PFAC Liaison
- Meets every other month

PFAC

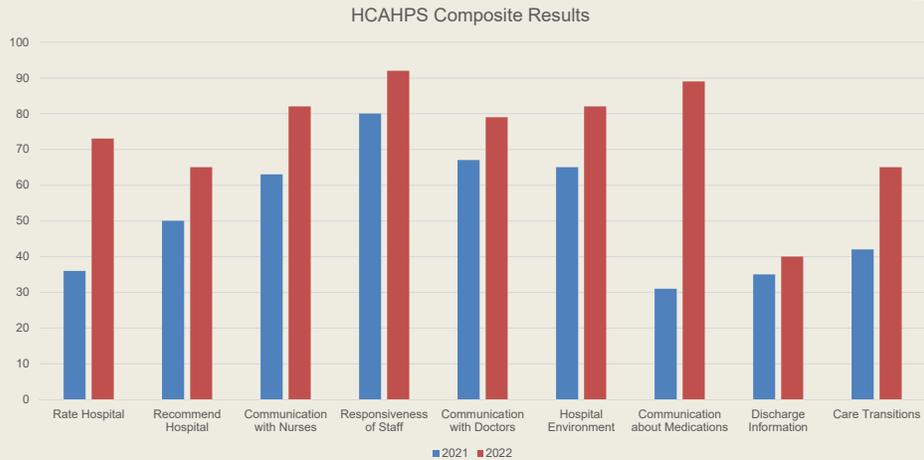
- Formal meeting agenda
- Essential to Close the Loop (standing agenda item)
- Facility updates
- Patient stories
- Guest Directors
- Other

PFAC Feedback Put into Action

- A LEAN project to reduce the wait time for drawing of PICC lines or ports – Improved from 90 to 10 minutes
- Metal shelf in restroom cubicles for personal belongings, and more diaper changing stations
- Texting link for the satisfaction surveys
- Collaboration between Sidney Elementary and hospital – inviting staff to dine with children at lunch, stroke awareness education
- Improving entrance access to new PT area
- Charging cords for ED waiting patients
- Lids for contrast cups

PFAC Outcomes

- Communication from Nurses
- Communication about Meds
- Recommend
- Rate the hospital



PFAC Action Report

Complete	In Progress	No Action
<ul style="list-style-type: none"> • Contrast Issue – Patients now given contrast to drink in a cup with a lid. • Charging cords for ER- cords in the ER ready for patients. • Pre-Admission Checklist- updated online 	<ul style="list-style-type: none"> • Metal Shelf in Restrooms– Request to add a shelf in each restroom stall for personal belongings. Shelves ordered. Waiting for arrival then will install. • Online Check In – Talking to Sanford about online check in through MyChart. • Baby changing tables-ordering baby changers for both male and female restrooms. • Charging Tables in ED - Still researching tables with USB ports. • Surveys via text message- working with PG & Sanford to get surveys sent via text. Target date? 	<ul style="list-style-type: none"> • Escort patients from service to service – this request is with the Patient Experience Committee. • Main Parking Lot flow- Engineering and Facilities are aware of the issue. Working on determining how to move forward. • Create a PFAC Internet page

PFAC GAPS and Next Steps

- Shared governance
- Volunteer involvement in improvement work
- Adding more patients to teams in more areas – remodel projects, other patient focused teams

“I have been on many boards and councils and so often we talk and nothing happens. I am so impressed that the things that come up at this table are put into place”



Questions?



Thank you