



SUBURBAN HOSPITAL

JOHNS HOPKINS MEDICINE

Patient- and Family-Centered Care



Patient- and Family-Centered Care: PFCC



- PFCC is a ***Strategic Goal*** for Johns Hopkins Medicine and Suburban Hospital
- Suburban is dedicated to becoming the **area leader** in promoting PFCC
- **YOU, our Community Physicians**, play an important role in what our patients and families experience during their hospital stay
- **YOU** can promote PFCC



What is PFCC?

- **PFCC changes the hospital *culture***
 - Promotes patients and families as *partners* on the health care team
 - Improves quality and safety
 - Reduces medical errors and readmissions by information sharing with patients and families
 - Improves patient outcomes
 - Improves HCAHPS Survey scores, which has financial impact benefits for Suburban
 - Increases staff and physician satisfaction



The Patient defines “Family”

- The patient identifies **WHO** he or she wants to support their care while they are in Suburban
 - Their “**family**” can be their partner, adult child, or friend
 - Their “**partner in care**” does not have to be a relative
 - Suburban has a 24/7 family presence policy for a “family/partner in care” with limited exceptions



4 Core Principles of PFCC*

#1 Dignity and Respect –

- We listen to and honor patient and family choices, values, beliefs, and cultural background
- We talk **WITH** and not **TO** or **ABOUT** patients and families
- We introduce ourselves, make eye contact and use language of caring

#2 Information Sharing –

- We communicate and share timely, complete and accurate information with patients and families – the information flows in both directions
- We use language that is easy to understand so that they can ask questions and participate in care and decision-making



4 Core Principles of PFCC * (cont.)

#3 Participation –

- We welcome and encourage patients and families to participate in care and decision- making at the level they choose
- Some may want to be very engaged, others may not, but the key is to welcome and support their desired level of participation

#4 Collaboration –

- We involve patients and families as advisors (PFAs) in planning and operations across the hospital, working together on policy and program development, implementation and evaluation, as well as hospital design and staff education

* Institute for Patient- and Family-Centered Care www.ipfcc.org



Office of Patient and Family Experience



Manager Beth Vanderscheuren, promotes PFCC

- Developing programs to improve the patient and family experience, e.g., Service Ambassadors to support patient and family education and better communication
- Responding to patient and family concerns while the patient is still *in* the hospital
- Leading programs promoting Service Excellence
- Serving as Liaison with the Patient and Family Advisory Council (PFAC)



Patient and Family Advisory Council (PFAC)

PFAC promotes PFCC and reports to Senior Leadership

- 15 Volunteer Patient/Family Advisors; 9 Staff Advisors including COO and physician, pharmacy & nursing leaders
- Co-Chairs - Barbara Jacobs, Chief Nursing Officer and Toby Levin, Patient/Family Advisor
- Meets monthly and works collaboratively with hospital staff on committees and initiatives
- Improving physician and nursing communication with patients and families is top priority for 2014-2015



How is Suburban demonstrating PFCC ?

- Suburban's Family Presence policy welcomes family/partner in care 24/7 (with limited exception)
- Patient/Family Advisors sit on many hospital committees
- Patient/Family Advisors collaborated with staff to implement Bedside Shift Report – nurses now engage with patients & families at change of shift 7am and 7pm
- Patient/Family Advisors educate employees about PFCC
- Patient/Family Advisors collaborate with staff on educational materials designed for patients and families
- Patient/Family Advisors participate on staff and physician communication initiatives