

Patient and Family Engagement in Root Cause Analysis

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13th Annual Northwest Patient Safety Conference
May 13, 2015



Unique Challenges

Involves confidential, possibly embarrassing information and sensitive situations.

Is it appropriate to bring a patient or family member into a system or department that is in crisis?

Concern that the patient/family member's trust in the institution or department will be destroyed.

Emotional impact on the patient/family member participating.



Themes

What if the parent's child is still receiving care in the area of the hospital that is being discussed? Won't that destroy the trust the family has for the institution or department?

What if it hits too close to home for the parent? We don't want to make things harder for them.

"I worried they would feel scared it could happen with their child."



Parent responses

"Makes me feel more secure and trusting because it takes a lot to admit a fault"

A lot of families don't realize how much respect the hospital staff has for parents."

"Builds more trust because things you would think the hospital doesn't notice....you see that they do notice them."

"I trust them more ten fold"

I now feel less intimidated when I come in for her care.

It didn't change my trust because what came to the forefront was the dedication of everyone in the room to face the hard issues.....to find why this happened and not just trying to grasp something simple or easy to fix and hold it up as the cause".



Parent responses

"I love doing them and I know it's weird to say. "

"I also learn things that can help me do a better job of keeping my daughter safe in her care, both in and out of the hospital."

"I appreciate seeing the other side."

"I discovered it was important for the topic to be something up my alley or else I was too lost in the process."



Why involve families?

- Brings an integration of systems where staff tends to think in silos.
- Can get to a deeper root cause
- Diversifies your team
- Brings a perspective that no one else has in the room. There may be staff in the room who are parents but have they ever been a parent in that situation or in that setting?
- Allows staff to speak exclusively to their role instead of trying to speak to their role *plus* the family's perspective.



Why involve families?

- The patient/family worldview is different
- It makes sense to incorporate everyone who is involved, to problem solve solutions.
- Family centered care should involve patients and families in solutions even in complex situations.
- Increases safety.

"The family advisor came up with the most interesting part of the action plan."



Table Questions

1. What's your greatest fear in involving families in this work?
2. What's the biggest issue that is keeping you from involving patients and/or families?
3. What's one step you are willing to take towards the goal of involving patients and families in root cause analysis?

