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Engaging Patients and Families as Safety Partners

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**Washington Patient Safety
Coalition Teleconference**

Seattle Children's Hospital

- 250-bed pediatric teaching hospital
- FY09
 - 228,000 ambulatory visits
 - 40,000 ED visits
 - 14,000 inpatient visits
- 5 regional clinics
- Dental services
- Serve states of Washington, Alaska, Montana and Idaho



Commitment to families

Our journey

- 25 years of family involvement
- Broad pool of 150 family advisors
- 2 FTEs



Objectives

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- Brief overview of Patient and Family Centered Care (PFCC) core concepts
 - Share experience integrating PFCC into daily practices and patient safety improvements

What is patient- and family-centered care?

Patient- and family-centered care is an innovative approach to the planning, delivery, and evaluation of health care that is grounded in **mutually beneficial partnerships** among health care providers, patients, and families.

Patient- and family-centered care applies to patients of **all ages**, and it may be practiced in **any health care setting**.

Institute of Family Centered Care

Core concepts of patient- and family-centered care

- **Respect and dignity** – Honor each family’s unique perspectives and choices
- **Information sharing** – Communicate and share complete, unbiased information with patients and families in affirming and useful ways
- **Partnership** – Participation in care and decision-making at the level they choose
- **Collaboration** – Institution-wide involvement in system and safety improvements

Why involve patients and families?

- Safe care and best clinical outcomes require effective partnerships between providers, patients, and families
- Effective partnerships empower patients and families to speak up and voice concerns
- Patients and families hold a unique piece of the safety puzzle

Partnering in care delivery

What patients and families bring:

- Keepers of health history
- Intuitive sense
- Last line of defense against errors
 - at the bedside
 - in ambulatory settings
- Responsible for ongoing care
- Want and expect safe care

Collaboration in system improvements

What patients and families bring:

- Highly invested in best and sustainable outcomes for all
- Offer practical solutions and relevant direction
- Share stories that:
 - ground staff in why they do this work
 - challenge assumptions
 - call us to action

How Seattle Children's involves families

- Family Advisory Councils
- Continuous Performance Improvements (CPI)
- Facility planning
- Families as Teachers
- Parent Support Program
- Focus groups / task force
- Formal presentations
- Staff orientations
- Committee membership
- Materials review
- Sentinel/Serious Event Reviews
- Hiring

How Seattle Children's involves families

FY09

CPI – 26 events involving 41 parents

Facility Design – 2 events involving 27 parents

Family Advisory Council – 16 parents

“I feel it is worth my effort to drive to the hospital for a FAC meeting because I see the end result in everything — from the moment I walk in the door with my daughter to the way the doctors work with us. It is all about putting family-centered care into action.”

Rene' Denman, parent; Langley, WA

Parents and safety

Serious/Sentinel Event Reviews:	Team member
Medication reconciliation:	Parent panel
Rapid Response Team (RRT):	Family Advisory Council
Patient Identification safety goal:	Key informant interviews, surveys
Hand hygiene campaign:	Team member, Family Advisory Council, focus groups

Family Advisor perspective/experience

- Draw upon own experience – apply to the bigger picture
- Transforms difficult or painful situation into a positive
- “Nothing about us without us”
- Transparency increases confidence
- Open, supportive stance dispels fears about providing honest feedback

Challenges

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- Misconceptions of what PFCC means
 - Recruiting and training family advisors
 - Debriefing with advisors
 - Looping back with outcomes
 - High expectations when involving families
 - Measuring PFCC efforts
 - Changing cultural norms

Lessons learned

- Administrative and grassroots support
- Start small – go for easy wins
- Thoughtful and reliable process to select, prepare and follow-up with advisors
- Two-pronged approach for all PFCC efforts
(staff & patients/families)

Where Seattle Children's goes from here

- Formalize process for involving advisors in serious/sentinel event reviews
- Support staff and families in initiating challenging conversations
- Broaden representation of family advisors to reflect the diversity of our patient population

Resources

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Seattle Children's Hospital
<http://www.seattlechildrens.org/patients-families/partnering-with-us/>

Center for Children with Special Needs
www.cshcn.org
From homepage, click on ***Professionals tab***, then ***Involving Families***

Institute for Family Centered Care
www.familycenteredcare.org

NEW! *Partnering with Patients and Families to Enhance Safety and Quality:
A Mini Toolkit*
<http://www.familycenteredcare.org/tools/downloads.html>