Engaging Patients and Families as Safety Partners

May 12, 2010
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

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

- 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
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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