



PeaceHealth

*The Spirit of Health*



# Patient Perspective for RCA with Patient/Family Advisors

## **P r e s e n t e r s :**

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**P e a c e H e a l t h**

# PeaceHealth Sacred Heart Medical Center at RiverBend

- Licensed Beds:  
338
- Level II Trauma  
Center
- Tertiary Care  
Center



# Webinar Objectives

- Share considerations to including Patient/Family Advisors on RCA teams
  - Selection criteria
  - Job Description
  - Training
- Lessons learned so far from pilot
- Recommendations going forward





## Root Cause Analysis



- Investigate SSEs per NQF
- Multidisciplinary teams
- Include front-line caregivers & providers

## Why Include Patient/Family Advisors?

- Why not the patient/family affected by the error?
- Just Culture
- Important Perspective





# First Steps

- Working with the Volunteer Services Director
- Engaging the Patient Advisory Council
- Confirmed with Risk Management
- Wrote a Job Description
- Recruited



# Job Description: Qualifications

Willing to train

Confidential

Committed to Just Culture focus

Curious

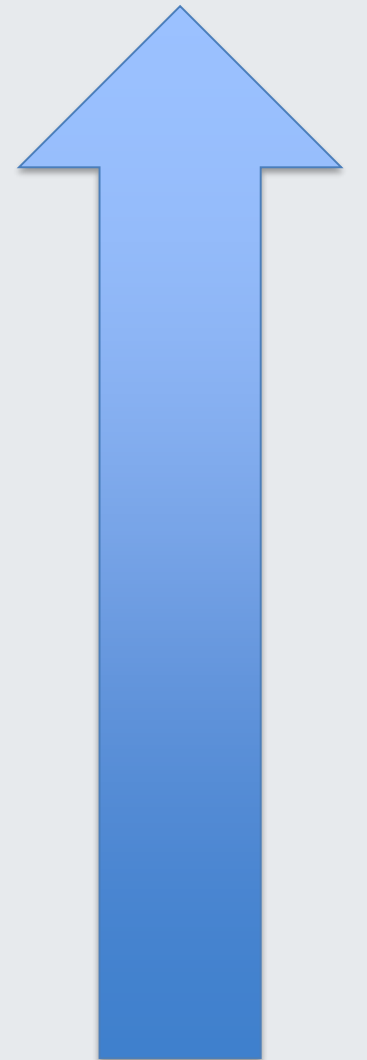
Able to remain calm in stressful situations

Committed to process improvement & safety

Able to communicate w/ a team including physicians

Communicates well

Good listening skills







# Job Description: Primary Responsibilities

Always maintain confidentiality

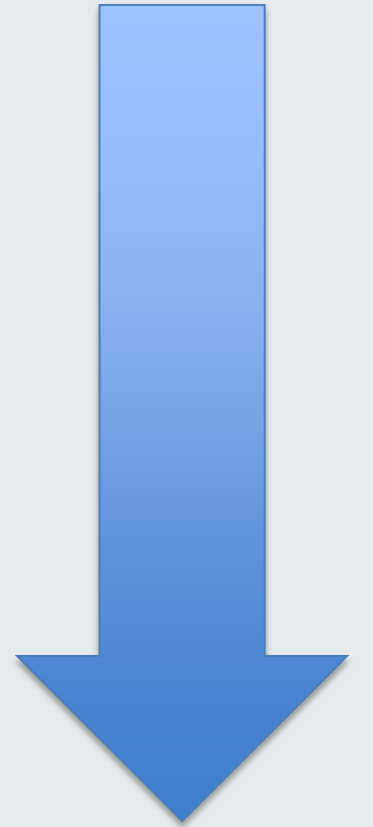
Advocate for the needs of patients and families

Participate in the multidisciplinary RCA team meetings

Participate in identifying and analyzing latent root causes  
of Serious Safety Events

Participate in recommending action plans

Provide a patient/family perspective to the team by asking questions.





# Experience with our pilot

- Value of training
- Sharing the facts
- RCAs can be scary
- Asking hard questions
- Welcomed
- Honor





# Lessons so far

- Starting off together
- Confidentiality & the community
- Importance of introductions
- Completing the feedback loop
- Value Added





# The path forward

- Additional recruiting
- System spread
- Adding Patient/Family Advisors to our System Event Review team
- Networking



# Thank you

- Questions or comments?
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*Thank  
You*