

Successfully Partnering with Patients and Families to Improve Care



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*MANAGER OF PATIENT AND FAMILY EDUCATION
AND PATIENT AND FAMILY CENTERED CARE*

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University of Washington Medical Center

- 810-bed academic medical center in Seattle, Washington
- Montlake Campus
- Northwest Campus
- Associated outpatient clinics



Getting Started



- In 2002, invited the **Institute for Patient and Family Centered Care** to assess readiness
- With the Institute's help, created a steering committee and three advisory councils

Getting Started *continued*

Identified areas of the hospital that were ready for advisory councils

- **Criteria:**

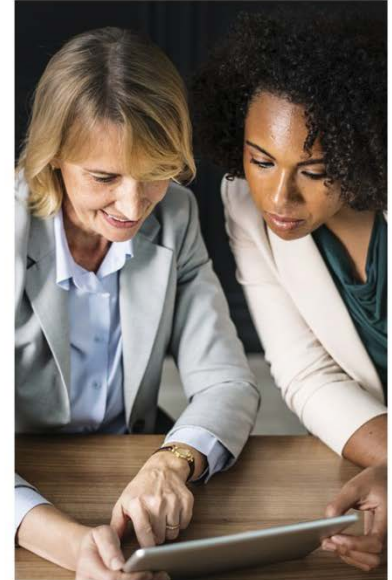
- Satisfaction scores indicated need for improvement
- Willing to work with patients and families

- **Recruitment:**

- Brochures, posters, flyers
- Most important of all, referrals from staff

UW MEDICINE | PATIENT AND FAMILY CENTERED CARE

PATIENT AND FAMILY ADVISORS



**Volunteers
working together
to make a difference**

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Advisors Serve in a Variety of Ways



- One-time consultations
 - **Feedback groups**
 - **Forms review**
- Membership on operations and clinical committees
- Advisory councils
- e-Advisors

Membership on UWMC Committees



Operations and Clinical Committees

- Patient and Family Centered Care Steering
- Patient and Family Education
- Patient Safety
- Welcoming Environment / ADA
- Falls Prevention
- Grievance
- Professional Practice Councils
- Resource Center
- Spiritual Practices
- Ethics

Advisory Councils

- Work with staff to improve patient and family satisfaction with their care at UWMC
- One-year term minimum
- Meet monthly for 1.5 to 2 hours
- Equal number of staff to advisors
- 2 Co-leads: 1 Staff and 1 Advisor



Expanding Advisory Council Network

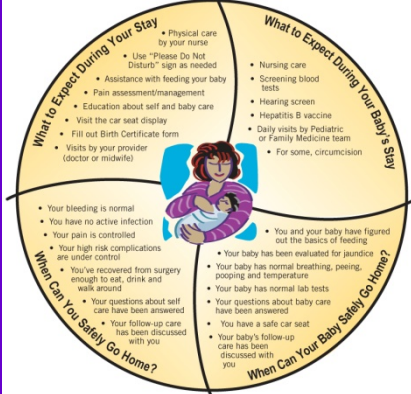
- Rehab Services Council
- Inpatient Council
- Neonatal Intensive Care Unit (NICU) Council
- ICU Council
- Outpatient Council
- Transplant Services Council
- Montlake Campus Steering Committee
- Northwest Campus Steering Committee



Our Councils at Work

After You've Had Your Baby

The picture below will help you know what to expect during your stay and when you and your baby can safely go home.



Created in partnership with the Perinatal Patient and Family Advisory Council



Get to Know Me and My Family

Name: _____

I'd like you to call me: _____

My work is: _____

Language I like to speak: _____

FAVORITES

Movies: _____

TV show: _____

Food: _____

Music: _____

Book: _____

Sport: _____

Pet: _____

Activities: _____

Some things I am proud of: _____

Things that make me feel stressed: _____

Things that cheer me up: _____

Other things I'd like you to know. (such as names of family and friends) _____

At home I use: ☐ Glasses ☐ Contacts ☐ Dentures ☐ Hearing aids ☐ Walker/cane ☐ Other: _____

YOUR CARE TEAM

Your nurse's name is posted in your room. Members of your care team may change on weekends.

ATTENDING PHYSICIAN:

Bart Scott



FELLOW:

Sylvia Lee



VISITING FELLOW:

Brian McClune



VISITING PHYSICIAN:

Claudia Astigarraga



DIETITIAN:

Sue Billingsley



PHARMACIST:

Scott Lanum



Patient and Family Centered Care

Patient Education

Rehab and Beyond – 8-North Rehab



Rehab and Beyond

Resources to maximize your potential



Patient Education

Patient Care Services



Money Matters

Managing your health care bills from University of Washington Medical Center (UWMC)



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This handbook was created by UWMC's Inpatient Oncology Advisory Council

Making the Most of Your Clinic Visit



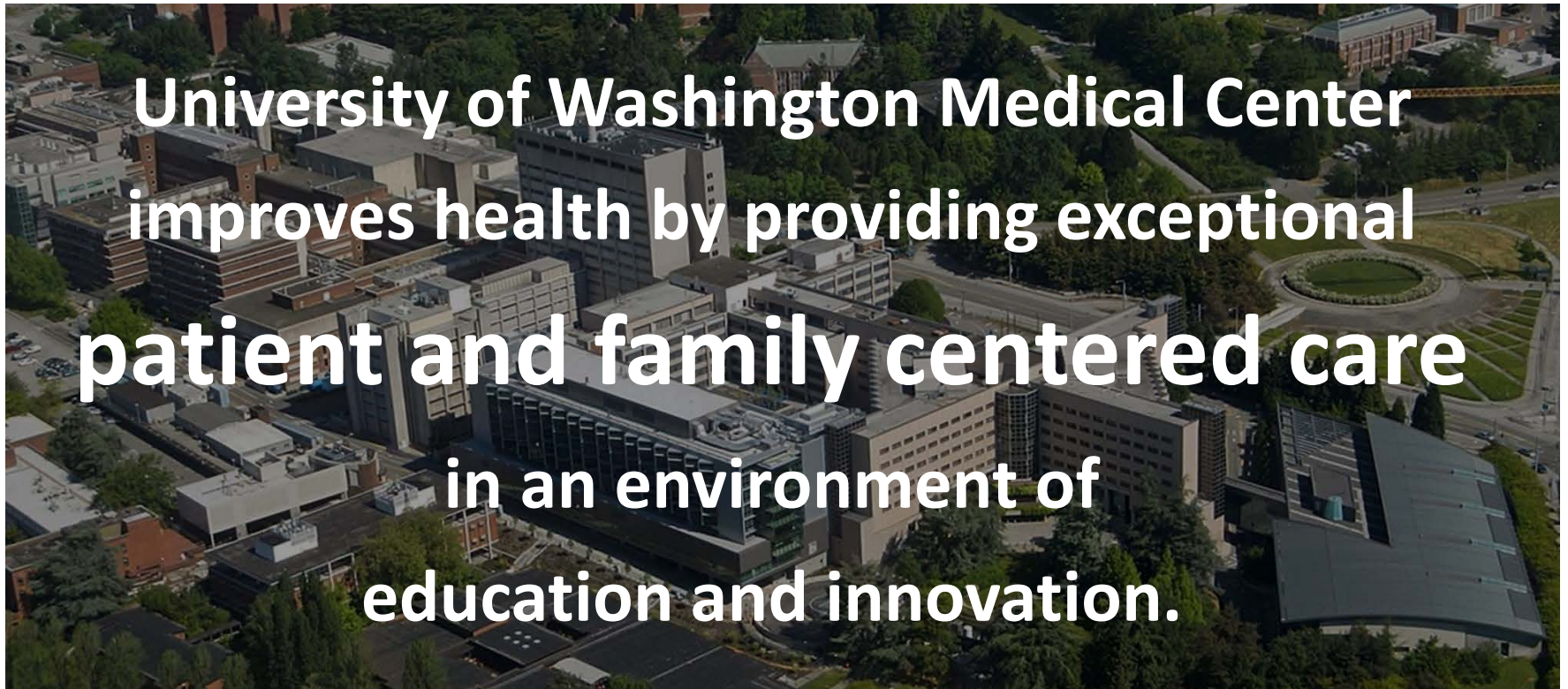
Tips for patients from patients

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UWMC Mission Statement

Mission statement updated with the help of patients and families:



Involving Advisors in Facility Design

Patients involved in many facets of design:

- Testing flooring and furniture
- Commenting on mock-ups
- Recommending color palettes
- Visiting areas to identify needed improvements to existing facilities



Honoring Our Advisors

THE MARIA HALL AWARD

FOR EXCELLENCE IN PATIENT AND FAMILY CENTERED CARE

About the Award

The Maria Hall Award recognizes volunteers, professionals-in-training, staff, and clinicians at UWMC who put the values of patient and family centered care into action by:

- **LISTENING** to patients' and families' perspectives and acknowledging their beliefs, values, and cultural backgrounds, which are incorporated into a plan of care.
- **RESPECTING** patients and families in ways that strengthen confidence and preserve dignity.
- **SHARING INFORMATION** with patients and families in

About Maria Hall

Maria Hall encompassed everything that "patient and family centered care" means. Severely disabled by multiple sclerosis (MS), she was committed to developing a manual to help patients and families cope and thrive within rehab. She had a quiet but determined personality that showed her passion in all she did, whether it was in her writing for the manual or her comments concerning various topics in council meetings.

Maria led by her example and by her commitment, which often were hard to tell apart. She lost her battle with MS in 2006.

Maria was truly inspirational and is missed by all who knew her. She would be proud to see the accomplishments of UWMC in its efforts to better embrace patient and family centered care.

Clark Landis, Patient Advisor
Rehab Services Advisory Council

Past Winners of the Maria Hall Award
2006 Julian Davies

AWARD WINNERS 2019

Carrie Murayama

CARRIE MURAYAMA is a Family Advisor who serves as the co-lead of the Inpatient Council. In her leadership role, Carrie epitomizes a strong and supportive partnership among patients, families, and UWMC staff. She has focused on the strengths of patients and families, especially those on the Advisory Council, in the projects the Council chooses.

Last year, the Council worked on recording patient and family stories in Story Corps. Carrie's approach to the project assured both the safety and engagement on the part of patients and families. The Council was able to record vital and

Courtney Pullen

AS A NURSE PRACTITIONER on the Surgical Intensive Care Unit (SICU) at UWMC, Courtney is a strong advocate for and partner of patients and families. While she impacts the lives of many individuals, she has also taken her passion to the system level and worked to improve care for all critically ill patients.

One such example is her leadership on an initiative to support patients who have long stays in the ICU. Courtney has helped create processes and communication tools to enhance the care of this unique subset of patients, such as a structured approach to creating a daily schedule. This daily

Annual Maria Hall Award

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Celebrating Our Work

Patient and Family Advisory Councils at UWMC

Celebrating the work of the Advisory Councils at University of Washington Medical Center in 2019

PFCC Steering Committee

The Steering Committee is working to bring awareness to employees about badge placement. Are badges worn at eye level so patients can see?



Rehab Advisory Council

The Council:

- Regularly consults with the Falls Prevention team.
- Advocates for accessible spaces through the medical center.
- Designed the annual Maria Hall Award for Excellence in Patient and Family Centered Care.



Neonatal Intensive Care Advisory Council

Voice-over Slideshow: "Caring for Your Baby"



The Council took chapters from the manual "Caring for Your Baby" and transformed them into slideshow presentations with voice-over. Each slide shows key concepts, while the audio expands on the topics. In the coming year, the Council plans to focus on continuity of care and what that looks like to families in the NICU.

Intensive Care Advisory Council

Continued Focus on the Long-term Patient

The Council continues its work to enhance the support of families and patients who have been in the ICU for a long time. Specific projects the council worked on this past year include:

- Journals with a message from the ICU Council are given to the families of ICU patients once their loved one has been a patient in an ICU for an extended length of time.
- A copy of the "Family Resource Guide for ICU Waiting Rooms" will live in each ICU waiting room. The guide details services and resources that families of ICU patients would benefit from knowing about.



Outpatient Advisory Council



The Council has provided feedback about eCare and digital platform tools as they relate to the Destination One project to move our medical center and UW Medicine onto one medical record in 2020.

Transplant Advisory Council

The Council contributed to the development of a kidney transplant caregiver survey to ensure that designated caregivers of post-transplant patients are supported and feel educated throughout the transplant experience.



They also created an informational tool for transplant patients to learn about different opportunities for involvement and volunteering at UWMC.



Patient and Family
Centered Care

University of Washington Medical Center improves health by providing exceptional Patient and Family Centered Care in an environment of education and innovation.

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Annual Meeting

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QUESTIONS



Contact

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