

New Mexico TCAB Community
Patient and Family Centered Care (PFCC)

Heather Brock
Jane Taylor
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- At any given point in time each care team has a unique and unrepeatability opportunity to participate in another's life. The question is will that moment be experienced as a gift or a burden.....foster care or indifference.... pain or comfort.

IHI Faculty

GOAL: Patient and family involvement!

What do you think we should or could accomplish in TCAB?



“Start before you are ready.”

Jim Anderson Former Chairman
Cincinnati Childrens Hospital and
Medical Center

What do we believe?

- Is patient and family participation and partnership in TCAB essential?
 - Why or Why not?

What does participation with patients and family mean to your team?

- in team meetings?
- via conference call?
- 2 or more patients or family on the team?

What does partnership mean?

Imagine you have been invited to create an award for patient and family involvement in TCAB

Michelle Obama will give the award.

What does she say about the award winner?

What does this imply about what your team might do for patient and family involvement in TCAB?

Let's ask Heather!

- Tell us a little about yourself?
- How were you recruited to serve on the team?
- How long did you serve on the improvement team? How often did the team meet?
- What made it easy? Hard?

Two levels of patient and family partners

Theory: adding patients and family to your TCAB team:

- Accelerates improvement
- Builds relationships among team members
- Inclusion, inquiry, integration extend beyond the team to the bedside
- This is transformative

Let's ask Heather

- Heather, from your perspective what was the real value of the family team members?
- How do you think serving on the team as a family member changed the interactions of the team with other families?

How to recruit patient and team members . . .

Have you considered?

Round robin.

“Have you considered . . . “

One person records list for team

Tips

Ask providers for a recommendation

Start with someone you know

Who might be a good patient and family team member?

Create criteria. Look for those who can

- Share insights about their experiences in ways that others can learn from them?
- See beyond their personal experiences?
- Show concern for more than one issue?
- Listen well and respect others' perspectives?

Tips: Look for those who can

- Interact well with many different kinds of people.
- Speak comfortably in a group with candor.
- Work in partnership with others.
- Assert their position
- Compliment our weakness

- Who can you work well with?

Don't struggle with being "fair" when you select team members - it just needs to work.

Tips for recruitment

- Obtain referrals from providers
- Healthcare provider - make “the ask” for the team
- Team leader- follow up with a phone call
 - Describe the project, including roles and responsibilities of a team member. Allow some time for the patient to consider the invitation
- Follow up in a week

Tip: Consider a focus group. Invite potential candidates and observe interactions to help narrow your choice of patient and family team members

Tip: PDSA

- Consider a focus group.
- Invite potential candidates and observe interactions to help narrow your choice of patient and family team members

How can family and patient team members help our TCAB team even though they may be outsiders?

Another round of
Have you considered . . .

Tips from experienced team members

Nitty Gritty matters

- Mission and goals of the project
- Expectations for their participation
- Meeting times and frequency
- Travel dates
- Time commitment beyond meeting times
- Compensation offered
- Training and support provided

Your turn

- Make a list, off the top of your head of a few candidates for team members

Tip from experienced team members

Communicate

- How meetings are run - include details of who sends notices, who prepares agendas, takes minutes, how assignments and PDSA cycles are conducted
- 'Rules' about participation (round robin, what to do when you disagree, politeness, etc.)
- Time, place, frequency of meeting
- What team needs from patient and family team member
- Jargon guide and Jargon card

Stipend & Logistics

- Suggested that a stipend be provided to the team member
- Travel costs and daily stipend when attending meetings.
- Identify and overcome logistical barriers (transportation, conference calling options, babysitting availability)

Confidentiality Statement

The confidentiality statement should meet requirements for HIPAA compliance.

A template for the confidentiality statement could be obtained from the form used by hospital volunteers.

It is recommended that the organization's Compliance Officer review the confidentiality statement.

What patient and family partners told us . . .

- More time should be spent orienting patients to the organization and team purpose and to why patient involvement is important.
- Include more than one of us
- Hold meetings when we can come
- Allow me to conference call in if I cannot come to the meeting
- If I miss a meeting, call me and fill me in on what happened

Invitation to patient and family team members present to come forward

- Let's have an impromptu panel discussion!
- Final word?