Engaging Patients in Quality Improvement Work

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Patient Family Advisors (Partners)

Patient & family advisors work in a variety of healthcare settings sharing their personal stories to represent all patients & families in providing an educated perspective of care by bringing authenticity, empowerment, respect and inspiration to the design and delivery of healthcare systems. Patient & family advisor roles include partner, educator, speaker, listener, advocate, collaborator and leader ensuring the focus of healthcare is centered on the patient & the family.

Collaboratively authored by the Patient & Family Advisors assembled for the 2012 Institute for Healthcare Improvement Forum.
Patient and Family Partners

People using their lived experience to improve healthcare.

- Partners
- Advisors
- Advocates
- Subject Matter Experts
- Technical Expert
- Improvement Advisors
- Community Partners
- Patient Family Partners
- Patients
- Parents
- Family Caregivers
- Community Members
- Community Council Members
ILPQC PFE Pilot

- Monthly Webinars
- Toolkit Development
- Workgroup
- One on One Coaching
Ways to Engage Patients

• Interviews
• Focus/workgroups
• Questionnaires/ Surveys
• Town meetings
• Listening Sessions
• Conferences/workshops
• Patient and Family Advisory Councils (PFAC)
ILPQC PATIENT AND FAMILY ENGAGEMENT PROJECT AT UI HEALTH

UI Health is an academic medical center located on the west side of Chicago.  
• 462 bed tertiary care hospital, 21 outpatient clinics and 14 Mile Square Health Center facilities.  
• Medical campus hosts 7 health science colleges.  
• Level III perinatal center with approximately 2200 deliveries and 650 NICU admissions a year.

Presenters today:  
Jean Powlesland  
Lily Lou  
Sarah Davey
What we have done so far

- Formed a multi-disciplinary and interdepartmental team.
- Reviewed our past history with patient and family engagement.
- Used the assessment tools to identify strengths and challenges.
- Brainstormed some projects that would encourage successful partnerships with family advisors.

What our next steps are

Two different foci

- Culture change (how to return to more family oriented care after the pandemic).
  - How does the staff perceive FCC?
  - How do we break down the silos between the OB and NICU areas?
- “Set up for success” in choosing meaningful projects for OB/NICU.
Building a System for Continuous Improvement
Children’s Mercy Kansas City

DeeJo Miller
Program Managers
Patient and Family Engagement
The Region’s Pediatric Health System of Choice

- 366 beds
- 413,629 outpatient visits
- 200,825 ER/UC visits
- 15,198 admissions
- 29,144 surgeries
- 5,725 transports

* All numbers Fiscal 2018
Patient Family Advisory Councils
Service and Performance Excellence Improvement Center

- CHIEF OPERATING OFFICER
- SR. VICE PRESIDENT IMPROVEMENT CENTER
  - CLINICAL DECISION SUPPORT
  - EDUCATION SERVICES
  - EVIDENCE BASED PRACTICE
  - INFECTION PREVENTION & CONTROL
  - QUALITY IMPROVEMENT
  - ACCREDITATION & REGULATORY READINESS
  - CLINICAL SAFETY
  - PERFORMANCE IMPROVEMENT

- PATIENT & FAMILY ENGAGEMENT DIRECTOR
  - PATIENT & FAMILY ENGAGEMENT PROGRAM MANAGERS
    - PFACs
    - PFAs

LOVE WILL.
Quality Improvement with PFAs

- Adverse Drug Events
- Antimicrobial Stewardship
- CAUTI
- CLABSI
- Codes Outside the ICU
- Equity and Diversity Council
- Health Disparities
- Hunger Free Taskforce
- Pressure Injuries

- Quality and Safety Council
- Quality and Safety Committee of the BOD
- Sepsis
- Surgical Site Infection Mapping
- SSE – Root Cause Analysis
- Unplanned Extubations
- Ventilator Associated Events
- Ventricular Thrombosis Embolism
Strategies for Advancing PFCC

- Dedicate resources
- Build partnerships with staff
- Engage PFAs in the work
- Provide education for staff
- Utilize PFACs
- Document the work!

Instances of PFAs on committees and projects per year
FACE-TO-FACE - ENGAGING THE COMMUNITY

Sheila Sanders
About EverThrive Illinois

OUR MISSION
EverThrive Illinois works to improve the health of women, children and families over the lifespan.

OUR VISION
EverThrive Illinois envisions a society in which all Illinoisans are able to live their healthiest life.

OUR VALUES
• Strong Partnerships
• Diverse Voices
• Health Equity
Community Engagement

Feedback Collection

- How are clients engaged?
- Who else is collecting client feedback?
- What providers want to know?
Community Engagement

Understanding the Client Experience

- Insurance limitations
- Voice not heard (in clinical setting)
- Social Determinants of Health
- Previous clinical experiences
Collaboration

Partnerships

• MCH Collaborations (outside of the hospital)
• Federally Qualified Health Centers
• MCH Case Management Initiatives
Recommendations

Upcoming

• Meeting with Regional Groups
• Webinars
• Consumer Engagement
• Tools
Sheila Sanders

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visit our website
www.everthriveil.org

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THANK YOU FOR YOUR IMPACT ON CARE!
Any questions? PFEngage@gmail.com