



Illinois Perinatal  
Quality Collaborative

## Patient and Family Engagement

### ABOUT ILPQC

Illinois Perinatal Quality Collaborative (ILPQC) advances the quality of care provided to women across all Illinois birthing hospitals through clinical quality improvement initiatives. ILPQC works with stakeholders to provide collaborative learning, quality improvement and rapid response data support to over 100 birthing hospitals across the state, reaching approximately 90% of Illinois birthing hospitals and approximately 85% of Illinois neonatal intensive care unit (NICU) beds.

### OUR COMMITMENT TO PATIENT AND FAMILY ENGAGEMENT

ILPQC partners with patient/family volunteers to serve as advisors to our perinatal quality improvement initiatives. Patient/family advisors will participate in the ILPQC's Obstetric and Neonatal Advisory Groups to inform statewide initiatives, engage patients and families in quality improvement work, and promote ILPQC's efforts among other parent/family members.

### WHAT IS PATIENT & FAMILY ENGAGEMENT?

Patient & family engagement is the active partnering of patients, families, clinicians, and hospital staff to improve the quality and safety of hospital care.

Patient and family engagement helps to advance quality improvement efforts by challenging assumptions and reenergizing the work.<sup>1</sup>

### ILPQC'S CALL TO ACTION!

ILPQC hospital teams can involve patients/families in their quality improvement efforts in the following roles:

- Advisors on quality improvement teams and projects
- Members on hospital advisory councils or quality and safety committees

To learn more about the  
Illinois Perinatal Quality Collaborative,  
please visit us at [www.ilpqc.org](http://www.ilpqc.org)

# Patient and Family Engagement



## RESOURCES

### For Providers:

The Institute for Patient- and Family-Centered Care's (IPFCC) "Tips for Group Leaders & Facilitators on Involving Patients & Families on Committees & Task Forces"

- <http://www.ipfcc.org/advance/tips-forgroupleaders.pdf>

### For Patient/Family Advisors:

Agency for Healthcare Research and Quality's (AHRQ) "Tips for Being a Partner in Your Care" Brochure

- <http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/strategy2/index.html>

## ENGAGING PERINATAL PATIENT & FAMILY ADVISORS IN QUALITY IMPROVEMENT

Patient/family advisors are patients/family members that have received perinatal care and participate in quality improvement efforts to improve perinatal experiences for others. Patient and family advisors:

- Collaborate and communicate with various patients, families, health care professionals, and public health professionals
- Share their stories and identify both positive aspects of experience and suggestions to improve care beyond their personal experience

## INITIAL STEPS FOR ENGAGING PATIENTS & FAMILIES

1. Recruit patient/family advisors from physician and staff recommendations.
2. Provide patients/family members with a clear description of their role and responsibilities and
3. Develop tools and resources with patients/families to assist in their participation in quality improvement efforts.

## OPPORTUNITIES FOR PATIENT/FAMILY ENGAGEMENT IN CURRENT QI INITIATIVE ACTIVITIES

Engage patients and families in QI activities to optimize patient and family communication strategies during:

- Briefs & Debriefs
- ICU/NICU Admission or Adverse Outcome
- ICU/NICU Discharge Planning

Include patients/families in these activities to understand the experience of the patient/family following a positive or adverse event and identify opportunities for change to improve care. Involving patients/families in these activities can improve patient outcomes, reduce unplanned readmissions, and increase patient satisfaction.<sup>1</sup>

1. Guide to Patient and Family Engagement in Hospital Quality and Safety. June 2013. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/index.html>