

Engaging Patients in Quality Improvement Work

LaToshia Rouse, CD(DONA)

Patient and Family Engagement Consultant

Birth and Postpartum Doula

Childbirth Educator

PFE
CONSULTANT
SOLUTIONS

ENGAGEMENT SUPPORT

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



UI HEALTH: MOVING TOWARDS HEARING PATIENT AND FAMILY VOICES

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*

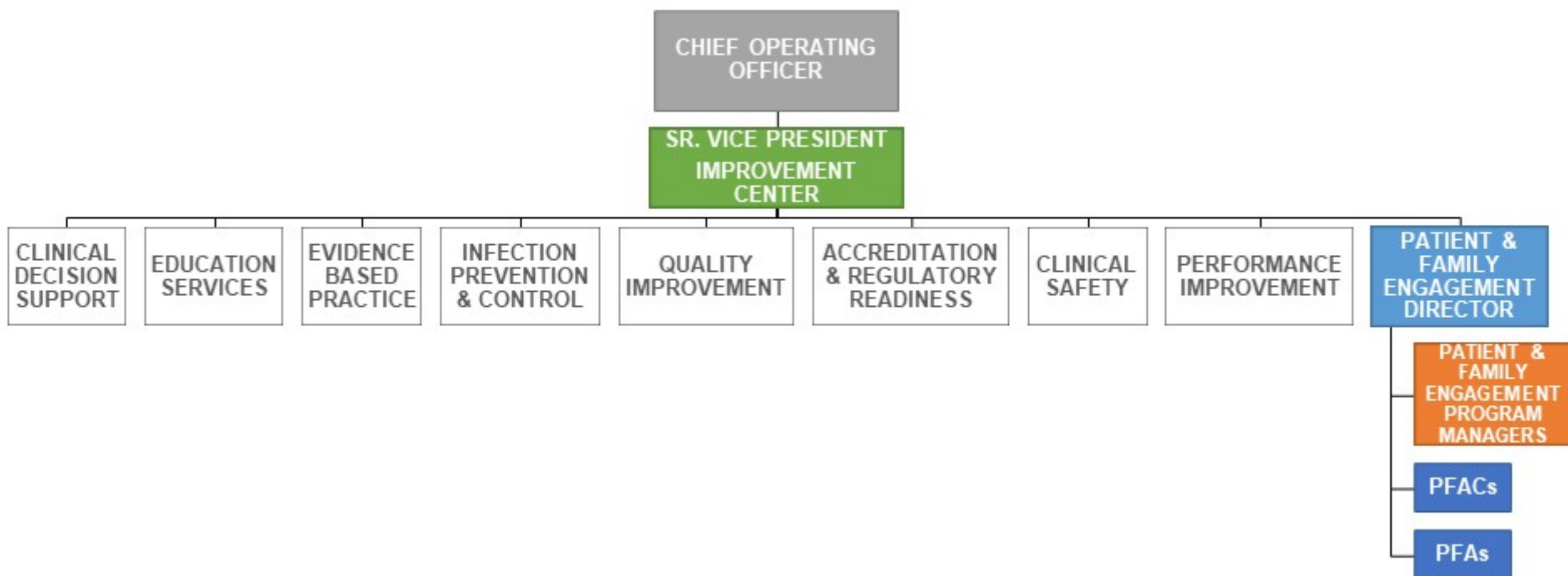


Children's Mercy
KANSAS CITY

Patient Family Advisory Councils



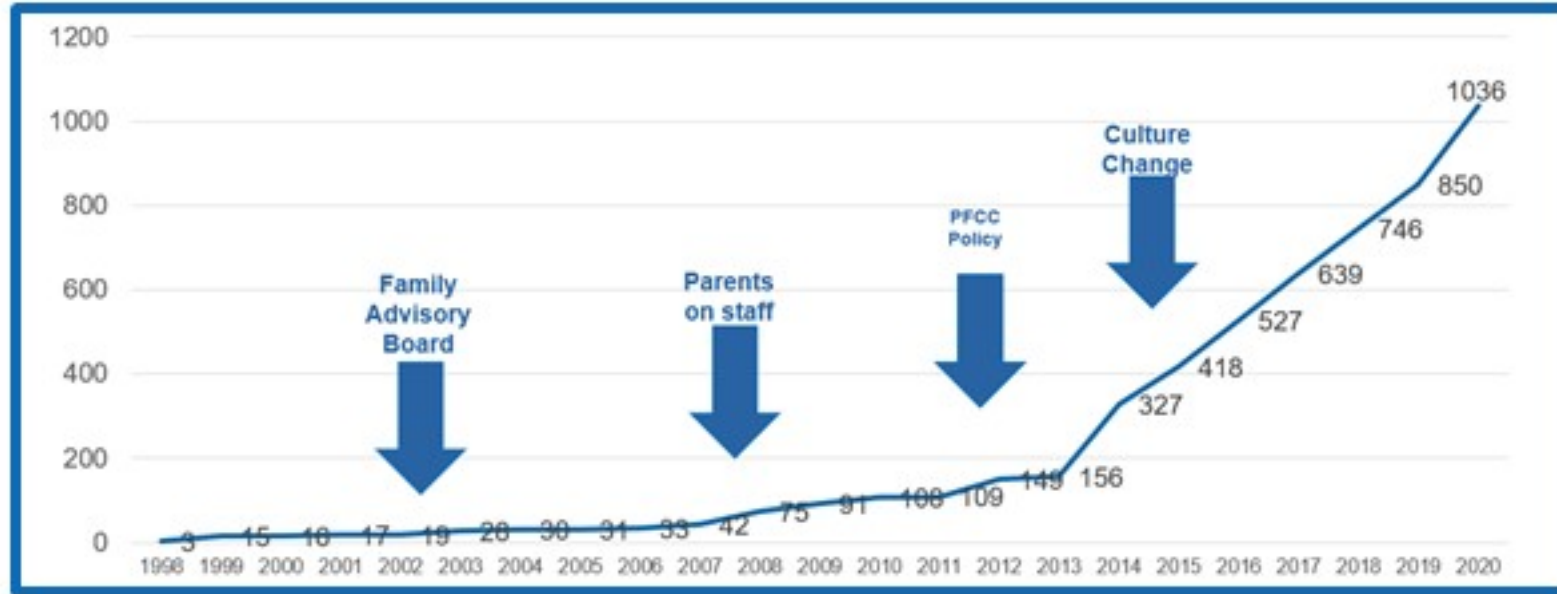
Service and Performance Excellence Improvement Center



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



Instances of PFAs on committees and projects per year

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

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

ssanders@everthriveil.org

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www.everthriveil.org

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<https://ilpqc.org/family-engagement/>

THANK YOU FOR YOUR IMPACT ON CARE!

Any questions? PFEngage@gmail.com

