



# Healing Happens Here: A Patient's Perspective ***COMMUNICATION***

# Welcome

# MHA Statewide PFAC

- MHA hosts a statewide PFAC comprised of patients, family members, advocates and hospital staff in Missouri
- Provides leadership and support to advocate for the sustainable integration of patient and family engagement across the continuum of care in Missouri
- Council meets quarterly and ad hoc
- Offers programming, tools and initiatives as needed
- Compass Honor Recognition
- Healing Happens Here: A Patient's Perspective webinar series

# Members

Amber Lashley	University of Missouri Health Care
Amy Camp	Patient and Family Advisor
Amy McLean	Mercy Hospital St. Louis
Amy Schuler	Alton Memorial Hospital
Ariel Flood	Boone Hospital Center
Celia McGraw	Mercy Health
DeeJo Miller	Children's Mercy Kansas City
Elizabeth (Liz) Kruvand	SSM Health Cardinal Glennon Hospital
Eran Dawson	Citizens Memorial Hospital
**Jen Carron	BJC Health System
Jolie Smith	Patient Advocate
Kaylyn Lambert	Patient Advocate
Lauren McGinnis	Missouri Baptist
**Laurie Hines	Patient and Family Advocate
Maureen McGuire	Patient Advocate
Myleah Shrimpton	Community Advocate
Patti Bradley	North Kansas City Hospital
Shaunda Hawkins	Liberty Hospital
Sheryl Chadwick	Children's Mercy Kansas City

# Today's Panel

- Patti Bradley, North Kansas City Hospital
- Amy Camp, Patient & Family Advisor
- Deejo Miller, Children's Mercy Kansas City

# Objectives

- Discuss practical approaches to strategies that improve communication from the patient's perspective.
- Gain understanding of how the Patient Experience is impacted through effective communication.
- Identify low-cost strategies to improve communication with patients and families in the hospital setting.

# Patient- and Family-Centered Care

PFCC recognizes that the **quality, safety and delivery** of health care is improved when the **expertise of health care providers is partnered with the experience of patients and families**. PFCC is about **partnering** to design policies, programs and individual care plans for the **best possible outcomes** for patients, their families and health care providers.

# Patient and Family Engagement

Patient and family engagement is a **strategy for improvement** from the bedside to the board room.

It is **dynamic**, always changing, shifting, and recreating in response to changes in the health care environment.

# Impact of PFACs on Outcomes

**TABLE 11. CMS Quality and Safety Metrics by PFAC Performance Status**

	High-Performing PFAC (n = 12)	Lower-Performing PFAC (n = 25)	No PFAC (n = 28)
<b>HCAHPS</b>			
Mean Rating	87.2	86.5	84.7 <sup>†</sup>
Mean Percent of Patients Who Recommend the Hospital	87.0	86.3	83.5*
<b>CMS Safety Metric Proportions</b>			
<i>C. difficile</i> infection	0.03	0.05	0.1
Pressure Ulcers	0.00008	0.0002	0.0003*
Sepsis and Septic Shock	0.05	0.07	0.14**
Surgical Site Infections (Colon Surgery)	0.22	0.39	0.52
Surgical Site Infections (Abdominal Hysterectomy)	0.42	0.42	0.75
Post-Operative Pulmonary Embolism or DVT	0.003	0.01	0.02
30-Day Hospital-Wide Readmissions	0.01	0.01	0.04**

<sup>†</sup>p<0.10, \*p<0.05, \*\*p<0.01

Note: Includes respondents whose hospitals had valid results for HCAHPS survey measures and CMS safety metrics.

Patient and Family Engagement is defined as “patients, families, their representatives and health professionals working in active partnership at various levels across the health care system - direct care, organizational design and governance, and policy making - to improve health, health equity and healthcare.”

Adapted from: Carman et al. (2013, Feb). New Era Of Patient Engagement Patient And Family Engagement: A Framework For Understanding The Elements And Developing Interventions And Policies. Health Affairs>Vol. 32, No. 2.



# MHA Statewide Patient Family Advisory Council

March 4, 2022

Helping Hospitals **Manage Operations** | **Treat Patients** | **Serve Communities**

# Patient/Family Advisor Viewpoint

## Background

- Co-Chair, MU Health Care Women's Hospital & Children's Hospital PFAC
- Patient/Family Advisor, MHA Statewide PFAC
- My journey to become a patient and family advisor.....

# Patient/Family Advisor Viewpoint

## **Importance of communication with families and patients**

- Providing clear communication of care plan, instructions
- Providing assurance in care being given to loved ones
- Providing sense of belonging, feeling heard and respected
- Encouraging patients and families to speak up, ask questions, and make requests known

# Patient/Family Advisor Viewpoint

## How PFACs Benefit Missouri Hospitals

- Why having a PFAC is important to your patients
  - PFACs provide an opportunity for patients and family members to improve the care at their local hospital
  - PFACs provide engaged, relevant perspectives on care – members are there to help and to do the work asked of them
  - PFACs are a reliable source of feedback - Access is available via a vetted, scheduled, accessible group setting

# Patient and Family Centered Care Communication

- Communication in the healthcare setting is a top priority for patients and families
- Communication needs to be kind, professional and thorough
- Lack of adequate communication is one of the top reasons patients or family members initiate a complaint or grievance

# Importance of a “Warm Introduction”

- Knock, Greet, Introduce yourself, call patient by proper name, and then ask what name do they prefer to be called.
- Acknowledge family or visitors present in the room, and ask if it is ok to proceed with the visit and discuss health concerns.
- Display your name tag close to patient, so they can see your name and be comfortable with your presence in their room.
- Explain the exact purpose you are in the room and how long you expect to be in the room

# “Commit to Sit” by all providers

- Organizational commitment to providing a chair in each room, that providers can easily pull up and sit for their visit.
- Patients estimate a providers time spent in the room, as three times longer than the actual time spent, when the provider is seated.
- Patients also rate their communication with providers higher when communication is delivered by the provider when seated.

# Use Empathic Communication Skills

- Acknowledging patient emotions, “You sound very worried about this.”
- “I understand you’re worried about what’s going to happen. We are going to work together to make a plan of care for you.”
- “I am so sorry you are upset. I am here now, and I want to help you.”
- “Thank you for sharing those concerns. Your feedback is very important to us, as we want to deliver exceptional care.”
- Listen without interrupting and give the patient your full attention.

# Confirming Understanding of Information

- “We’ve talked about a lot today. I want to make sure I provided a good explanation. Let’s recap.
- Can you share with me what our next step is going to be?”
- “You have a new medication, and I want to make sure I explained what it is being prescribed for, and any side effects to look for. Will you share with me what you’ve learned?”
- Ask patients, “I want to be sure I answer any questions you have before I leave. Is there anything else I can explain further before I leave?”

# Importance of a “Warm Exit”

- Thank the patient for their time and for trusting you and your organization with their care.
- Ask the patient, “Is there anything I can do for you before I exit the room. I have the time, and I am happy to help.”
- Ask the patient, “Would you like your door open or closed? How about your curtain, open or closed?”

# Additional practices to enhance patient and family communication

- Business cards from physicians and nurse leaders
- Communication boards with nurse and tech phone numbers
  - Can be a life saving intervention
- Provider names on communication boards and time they rounded
- Family spokesperson name and number on communication board for providers to call
  - Follow through with calls to spokesperson with needed information about change in status,
- Important updates added on the board for the day
- Medication schedule, especially pain medication schedule

# Questions?



**H**HEALING  
*Happens Here*

*Our staff is here to provide the best medical care to you and your loved ones with kindness and respect.  
We know it can be stressful visiting the hospital.  
Let us know how we can help.*

# Healing Happens Here: A Patient's Perspective

- Wednesday, June 15 | Environment Tips and Tricks
- Wednesday, June 22 | Culture Change

# Helpful Links

- [Patient Family Advisory Council - MHA \(mhanet.com\)](#)
- [PFAC Toolkit](#)
  - Includes templates
  - Sample operating guidelines and objectives
  - Completely customizable
- [Patient and Family Engagement Roadmap - MHA \(mhanet.com\)](#)
  - Three tracks divide the work into a manageable framework
  - Includes metrics to meet for each step

# Join Us!

- If you are a patient/family, we'd love to have your application!
- If you are employed by a hospital and want to join to further the PFAC agenda in the state, we'd love to have your application!

[Application](#) to join the MHA Statewide PFAC

# Thank you!

Jessica Stultz, RN, BSN, MHA, CPPS, CPHQ, LSSGB

Director of Clinical Quality

[jstultz@mhanet.com](mailto:jstultz@mhanet.com)