

Tools for Engaging Patients and Families

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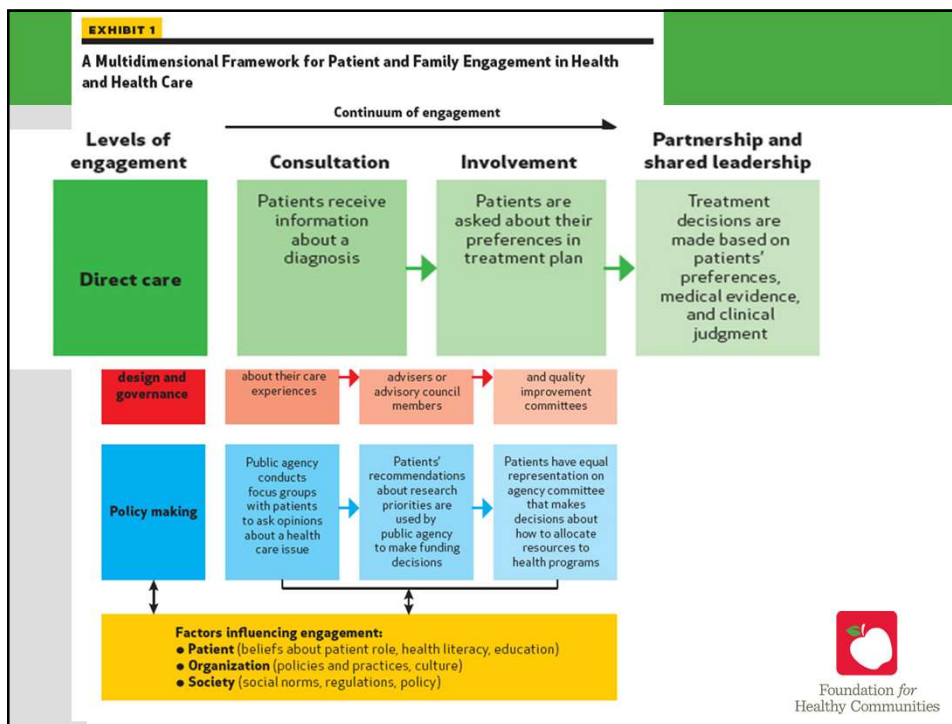


Patient and Family Engagement Defined...

...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 and health care.

Source: Carman KL, Dardess P, Maurer M, Sofaer S, Adams K, Bechtel C, Sweeney J. 2013. Patient and family engagement: a framework for understanding the elements and developing interventions and policies





Direct Care

- If individuals feel their beliefs, desires, and culture are considered in their care, they are more likely to follow their care plan.
- If individuals are able to communicate effectively with their providers and have a prominent role in making health care decisions, they will receive better care, can more effectively manage their health, and may receive appropriate preventive care while relying less on emergency or urgent care.

Epstein RM, Street RL, Jr. Patient-Centered Communication in Cancer Care: Promoting Healing and Reducing Suffering. National Cancer Institute, NIH Publication No. 07-6225. Bethesda, MD. 2007.



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What do Patients Understand?



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Shared Decision Making

Shared relationship between
patient and provider most
important to advance healthy
behaviors

Norris, S. L., Engelgau, M. M., & Narayan, K. M. V. (2001). Effectiveness of self-management training in Type 2 diabetes. *Diabetes Care*, 24, 561-587.



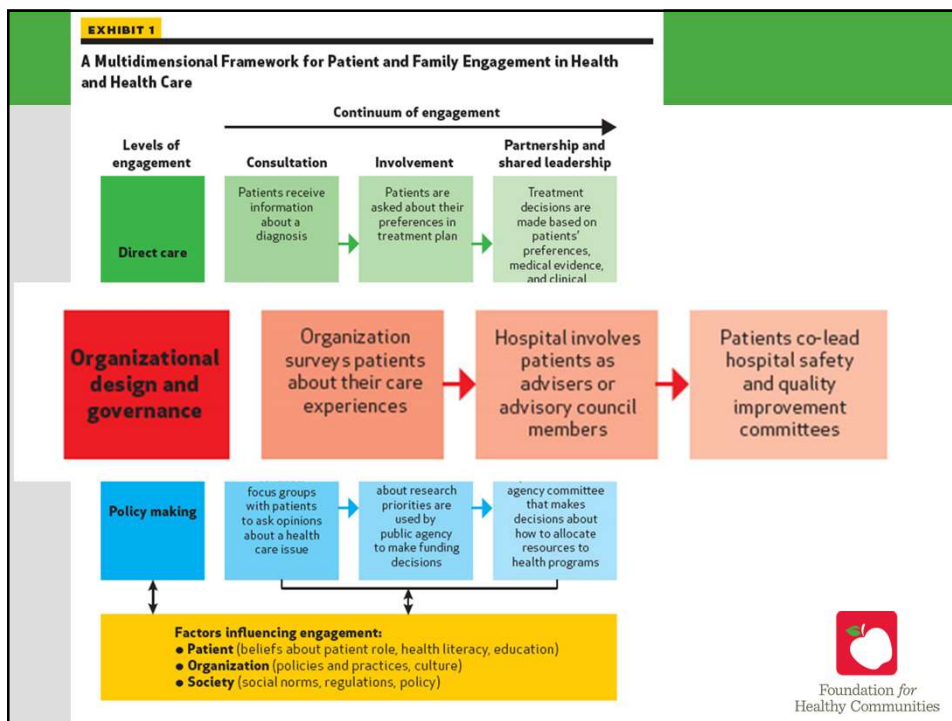
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We are underutilizing the expertise of patients and families



Tools for Engaging at the Direct Care Level

- Discharge Planning
- Bedside Shift Report
- Shared Decision Making
- Teach Back

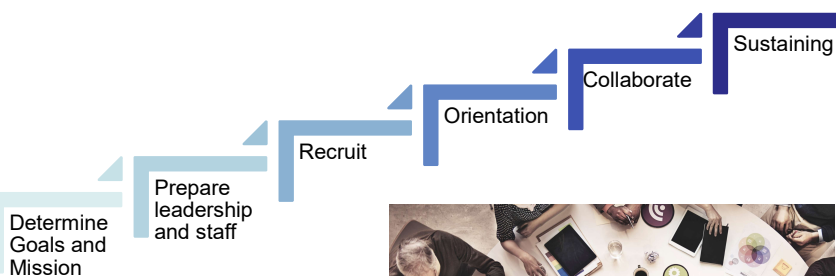


Why Utilize PFA in Healthcare?

1. Provides a patient and family perspective
2. Challenges the way things have always been done
3. Partnership equals innovative ideas



Steps to Working with an Advisor



Prepare Leadership and Staff

- Staff understands the value of a PFA
- Infrastructure to support the Advisors
- Infrastructure to support the team
- Leaders “own” this
- Discuss concerns openly



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Recruit Patients and Families Who:

- Represent the population being served
- Has personal patient experience or has acted as a caregiver
- Has processed through grief or loss
- Can generalize personal experience to provide feedback on overall patient experience
- Possesses soft skills necessary for working in a collaborative environment:
 - Active listening
 - Clear, tactful verbal communication
 - Willingness to speak in front of group/leadership
 - Does not have a single focus or agenda



Orientation

- Volunteer Orientation (if applicable)
- Organizational Chart
- Clarification of PFA role
- What does each person bring?
- What expertise is in the room?
- How will we work together?
- Orientation to each specific project



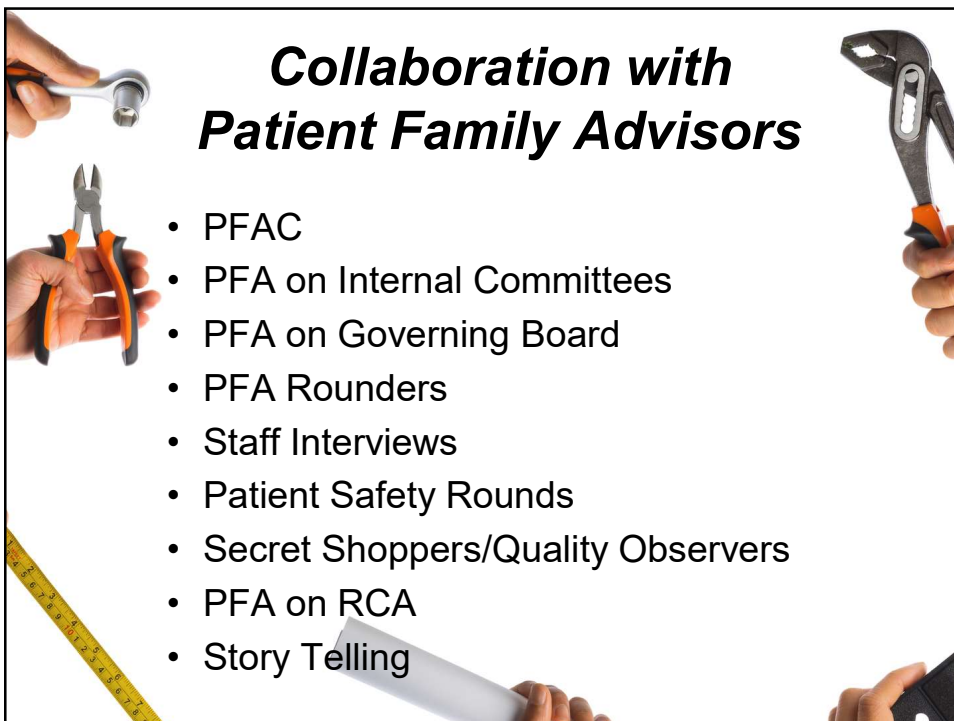
Have Fun, Make it Interesting

- Including PFAs
 - Improves care
 - Bring renewed interest
 - Surge of energy
 - Reminds us who we are doing quality work for
 - Can bring Joy back into the work place



Collaboration with Patient Family Advisors

- PFAC
- PFA on Internal Committees
- PFA on Governing Board
- PFA Rounders
- Staff Interviews
- Patient Safety Rounds
- Secret Shoppers/Quality Observers
- PFA on RCA
- Story Telling



Sustaining



- Innovate
- Plan, Do, Study, Act
- Choose one PFA
- One project
- Small tests of change
- Review with everyone
- Adjust as necessary
- Spread Widely



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Create a Culture of Engagement

- For each new initiative ask:
 - What are you looking to improve?
 - How would patients and families help?
 - Make PFA a part of the team.
 - Pilot it!



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There are risks and costs to action. But they are far less than the long range risks of comfortable inaction. ~John F. Kennedy



Table Talk: Barriers



- At your table discuss barriers that you have identified.
- Choose one



Can you Stump me?



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