

# Patient Engagement

*The Mutually Beneficial Partnership*

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**VIDANT HEALTH™**

# How we accomplish our mission

*By assuring healthcare is grounded in mutually beneficial partnerships among health care providers, employees, patients, and families.*

*Adapted from the Institute for Patient- and Family-Centered Care*



# System Assessment

## Strengths



## Opportunities



Make the  
vision clear.



# The Expected

Respect

Dignity

Engage

Educate

Ask

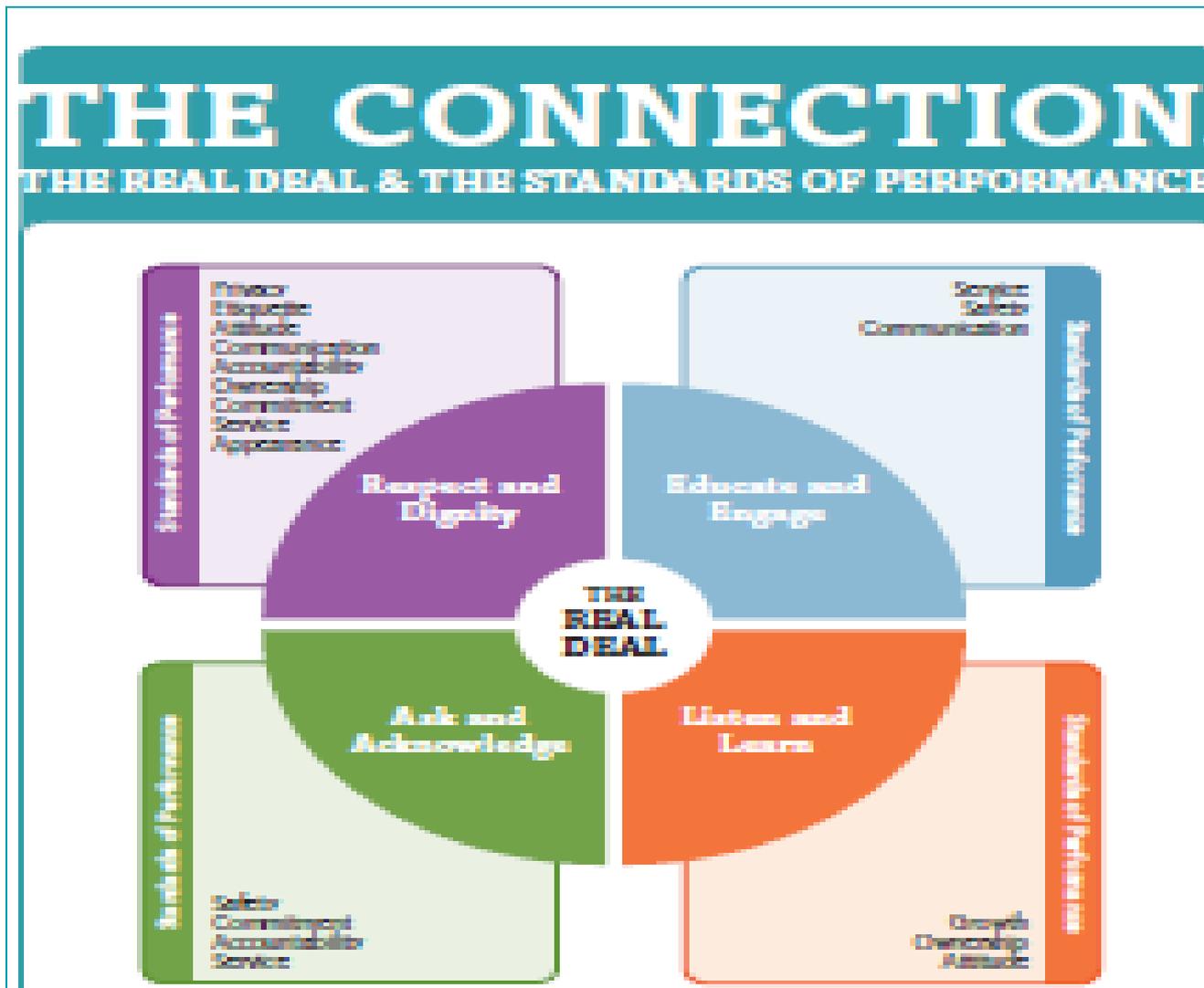
Acknowledge

Listen

Learn



# The Real Deal





# Patient-Family Engagement



**TODAY'S DATE**  
 S M T W T H F S

**YOUR HEALTH CARE TEAM**

ROOM # \_\_\_\_\_  
 ROOM PHONE # \_\_\_\_\_  
 UNIT PHONE # \_\_\_\_\_

PATIENT AND FAMILY QUESTIONS    SPECIAL INSTRUCTIONS    GOALS AND PROGRESS

**PAIN CONTROL IS OUR GOAL. TELL US HOW YOU FEEL.**  
 Nuestra meta es mantener su dolor bajo control. Díganos cómo se siente.

NO PAIN (0)    MILD PAIN (1)    MODERATE PAIN (2)    SEVERE PAIN (3)    UNACCEPTABLE PAIN (4)    WORST PAIN (5)

**EMERGENCY RESPONSE TEAM | 847-2223**  
 For Medical Emergencies  
 If you are not responding, please call with your name  
 and location immediately. If you are not at home  
 call: If you are still connected, call the Emergency Response Team.

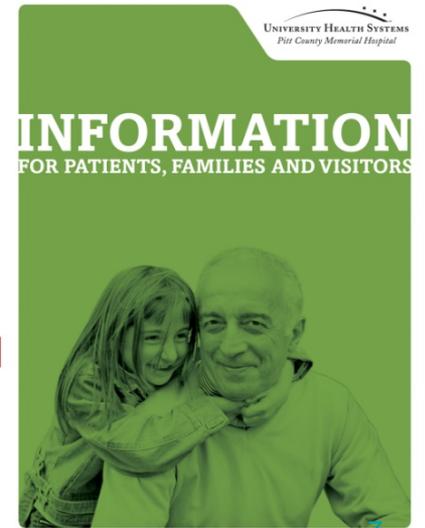
**PATIENT AND FAMILY INFORMATION**  
 CONTACT NAMES AND PHONE NUMBERS

Advanced family presence guidelines

Developed transparency and patient communication tools



PCMH promotes and supports an approach to care that puts the patient and family at the center of the care team.



Ongoing participation on facility design teams

Ongoing review and redesign of educational materials

# The Partnerships

- **AHRQ toolkit review (hospital guide to engaging patients and families)**
- **Patient portal design team**
- **Leadership interviews for key positions in regional Healthcare(e.g. Hospitalists, Chief HR Officer, patient care administrators, health department, school nurses)**
- **Performance improvement in patient safety work**
- **Facility design and way-finding committee members**
- **Faculty for education programs**
- **Safety Rounds Liaisons**
- **Vendor Selections**
- **Outreach programs**



# Partnerships at All Levels

- **Staff & Physicians:** Bedside rounds, shift reports, interdisciplinary rounds, patient experience champions
- **Patients & Families:** Activated and engaged in self-care; advocates for improvement in services
- **Unit/Service Line & Quality:** Coach & mentor staff; conduct leader rounds to reinforce best practices
- **Hospital/System Executives:** Hold self and others responsible for making patient-family experience performance a priority
- **Board Members:** Advocate for patient engagement in development, implementation and evaluation of services



# Results of Partnerships

- ❑ **58% reduction in hospital acquired infections (HAI) since 2008**
- ❑ **95% optimal care on core measures (up 17 percentage points since 2007)**
- ❑ **90<sup>th</sup> percentile inpatient experience**
- ❑ **Tripled number of patient-family advisors in less than two years**
- ❑ **Hardwired hourly rounding, bedside shift report and communication boards in majority of hospitals**
- ❑ **Nearly 90% of staff report organization demonstrates commitment to patient-family centered care**



# How Can We Engage Patients & Families

- ❑ Identify patients who have had frequent transitions of care or are “familiar faces”. Recruit them to advise and/or participate in meetings
- ❑ Interview patients who have experienced issues with transitions of care – Be open to learning from the patient and family’s perspectives
- ❑ Observe patient experiences in healthcare settings – Seek understanding of the patient’s experience of care
- ❑ Invite patients and/or family members to share their stories at your meetings



# How Can We Engage Patients & Families

- ❑ Interview community partners concerning their perspectives of patient and family needs and issues during their transitions of care
- ❑ Start a patient-family advisory council or identify, select and engage patient/family advisors
- ❑ Ask patients to help develop experience maps of their healthcare services
- ❑ Ask patients what matters to them – and form teams with patients to address these areas of interest



## Welcome to (unit name)



Welcome to (unit name). Our goal is to provide an exceptional experience in care for you and your family. We will partner with you to ensure that you receive high quality, safe care and we welcome your active engagement.

To enhance your care, you can expect the following from our team:

- **A report at the bedside during the shift changes.** We want you to participate in this report and meet the oncoming team members. Family is also welcome if you approve.
- **An up-to-date Communication Board.** You and the healthcare team will determine your plan of care and post on the board. You are also welcome at any time to write your questions or observations on the board.
- **Hourly Rounding.** A member of our team will check with you every hour to help you manage any pain, to provide assistance with the bathroom or repositioning, and to

Thank you for allowing us to serve you and your family.

Before you leave, please let any member of our team know if you have any compliments, comments or concerns regarding this visit.

We really want you to Tell Us Now.

Thank you,

(Manager Name)

(Title)



## Tell Us Now

Our team wants your care to be exceptional. Please let any member of our team know if you have any compliments, comments, or concerns.

## TELL US NOW - Huddle



### **W**e want patients to **TELL US NOW!**

**TELL US NOW** is an innovative program that encourages patients and families to *actively* share compliments, comments, or concerns while they are in our care. Open communication promotes high quality, safe care and exceptional experiences in care. In the past, much of this feedback has been received after discharge which makes the follow up difficult.

Deliver this key message during *encounters with patients and families*:

**“Our TEAM wants to make sure you have an exceptional experience. Please TELL US NOW any compliments, comments, or concerns that you may have.”**

**When patients and families hear ALL OF US using these words throughout their stay, they will understand that we really want their feedback.**

As you receive feedback, be prepared to act:

- Share *compliments* with the employee and manager
- Relay *comments* to the manager for follow up
- Address *concerns* through an apology and do your best to resolve the situation. If you have tried to resolve the issue without success, follow the chain of command for a new perspective. This

# Medicine Information Cards

**VIDANT HEALTH**

## Esomeprazole (Nexium)

**You are taking Esomeprazole (Nexium) to:**  
**Help prevent stomach ulcers and stomach irritation**

Your medication dose is:  
 \_\_\_\_\_ mg by mouth  
 \_\_\_\_\_ times per day

6am 8am 10am 12pm 2pm 4pm 6pm 8pm 10pm 12am 2am 4am

**Never stop taking your medication without speaking to your doctor. Stopping your medication can lead to abrupt return of health symptoms causing harm to you.**  
**Please call your doctor before stopping the medication**

**For medication, Esomeprazole (Nexium):**  
 reflux disease (GERD) and conditions that cause you

**ulcers and stomach irritation**

**any of the following side**

is, swelling or tingling in  
 in, or trouble breathing

our face or upper chest

**Other points of interest**  
 Take this medication 1 hour  
 prior to eating a meal

**If Dose Is Missed:** If you miss  
 a dose or forget to use your  
 medicine, use it as soon as you  
 can. If it is almost time for your  
 next dose, wait then to use the  
 medicine and skip the missed  
 dose. Do not use extra medicine  
 to make up for a missed dose.

**This medicine should come  
 with a Medication Guide.**  
**Read and follow these instruc-  
 tions carefully. Ask your doc-  
 tor or pharmacist if you have  
 any questions. Ask your phar-  
 macist for the Medication  
 Guide if you do not have one.**

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