

Patient Engagement

The Mutually Beneficial Partnership

Kim Blanton, Patient Advisor
Vidant Medical Center, Greenville NC



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

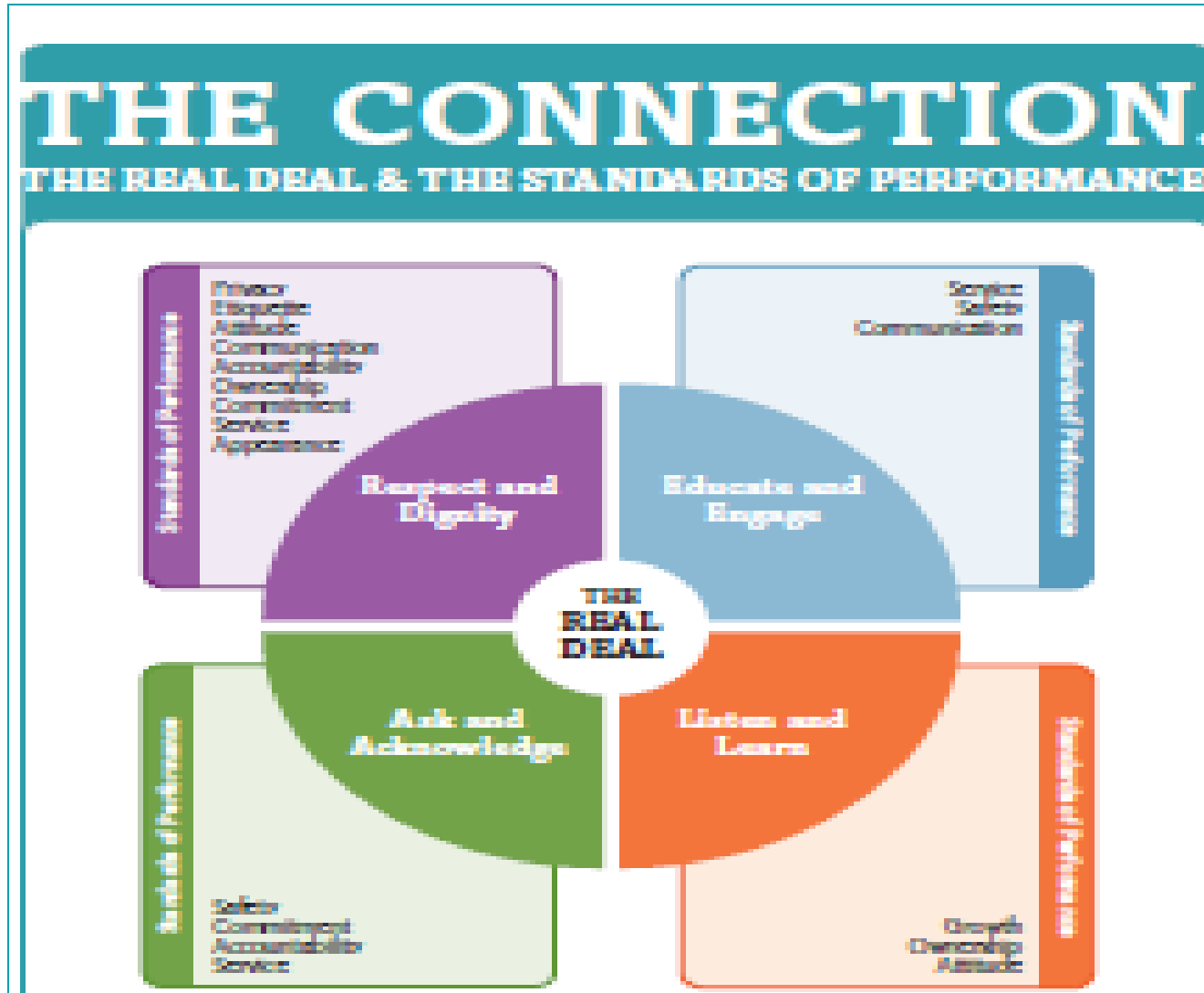
Acknowledge

Listen

Learn

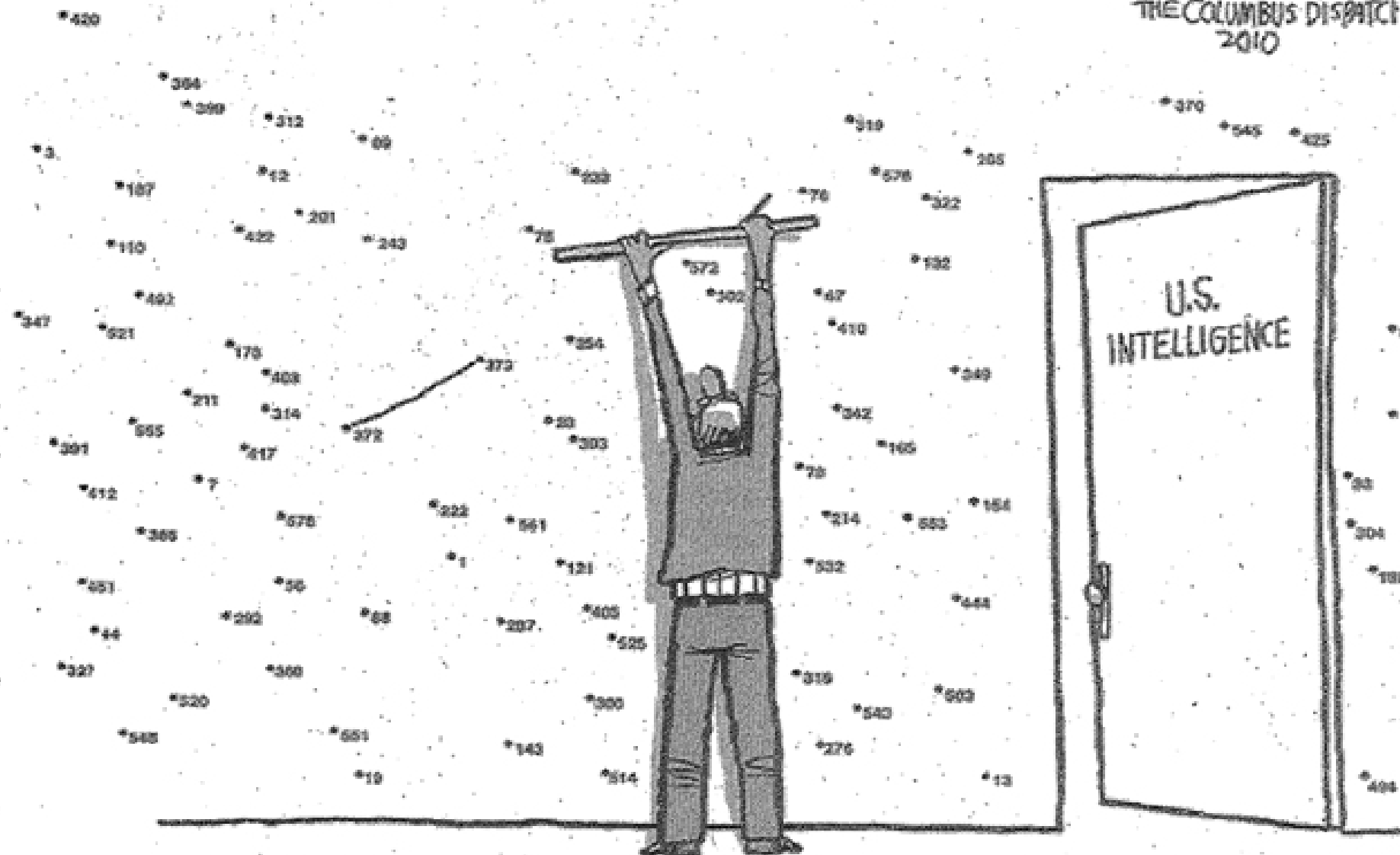


The Real Deal

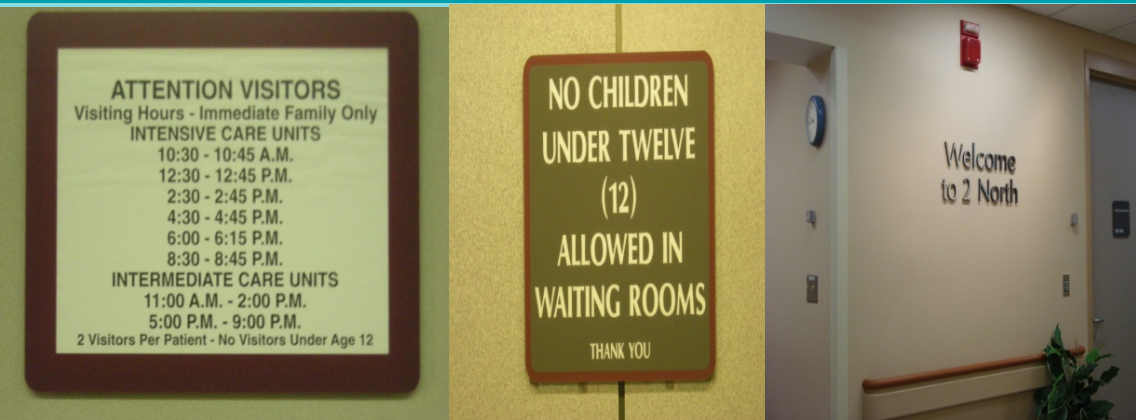


CONNECTING THE DOTS...

STAHLER.
THE COLUMBUS DISPATCH
2010



Patient-Family Engagement



Advanced family presence guidelines

Developed transparency and patient communication tools

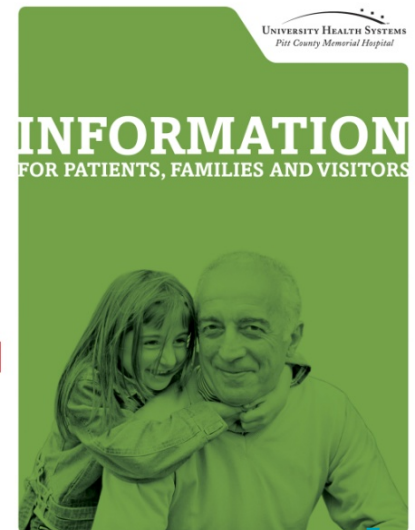


Ongoing participation on facility design teams



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

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)
- ❑ 90th 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



We 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

or feet

ussing, weakness or pale skin

material that looks like coffee grounds

ptoms but report if unable to control:
 increased or decreased appetite
 ar pain, ringing in your ears
 eight increase or decrease
 rhea, gas, stomach pain or constipation

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.



Kimly Blanton, MIS, MLS

blakimsab@embarqmail.com

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