


Patient and Family
Engagement Action Team:
Patients, Families, and Health Care
Providers in Authentic Partnership

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Action Team Co-Chairs
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QUALITY FORUM

The Foundation for Patient and Family
Engagement: The National Quality Strategy

Better Care



Healthy People/
Healthy Communities

Affordable Care

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What is Patient and Family Engagement?

“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.”

- Engaging Patients and Families in the Medical Home, cited in *Safety is Personal: Partnering with Patients and Families for the Safest Care* (The National Patient Safety Foundation's Lucian Leape Institute)



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Why Engage Patients and Families?

- They **know their symptoms** and their **responses to treatments** better than anyone else.
- They are **highly invested** in their own well-being and outcomes.
- They are always “**present**” in their own care, unless impaired by factors beyond their control; they are the first to know when a symptom changes or about the impact of treatments, and can communicate this to their care team.
- Their **courage and resilience** can inspire and energize their care team
- They often have **insights into the processes of care** that professionals lack because they are focusing on getting the job done



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Partnership for Patients

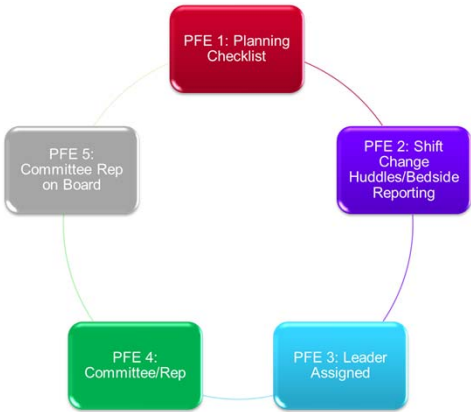
Work on Patient and Family Engagement (PFE)

Areas of Focus

- Authentically engage patients in our work: model and create momentum
- Identify organizations that reflect best practices
- Replicate and spread effective practices
- Track progress on PFE across hospitals and increase transparency. Tracking on 5 PFE areas.
- Team with and support others involved in and leading this work

Partnership for Patients

Tracking on 5 Dimensions of Patient and Family Engagement



Who is the NQF Patient and Family Engagement Action Team?

NQF has convened these 17 stakeholders, with support by the Partnership for Patients:

Susan Frampton, PhD (Co-Chair)
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PFE Action Team 2014 Word Cloud



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What is the PFE Action Team Doing?

The Action Pathway

Action Pathway in Support of the Partnership for Patients
Anchoring Healthcare in Patient and Family Preferences



Tools for Dialogue

Introducing the “Patient Passport” model . . .

- A communications tool for patients to use with providers at the point of care, to help articulate their needs and preferences
- Built on existing tools



PATIENT PASSPORT Mand Children's Hospital UCLA

NAME: _____ UCLA ID#: _____ DOB: _____

PRIMARY SERVICE (ATTENDING): _____

OTHER INVOLVED SERVICES: _____

DIAGNOSIS: _____

PROBLEM LIST: _____

DRUG ALLERGIES: _____

OTHER SENSITIVITIES/CONSIDERATIONS: _____

****** ATTENTION TRIAGE NURSE! ******
This patient is medically fragile. If there is an acute illness, the patient should be assessed immediately upon arrival.

****** ATTENTION ED PHYSICIANS & STAFF ******
☐ IF CHECKED, THIS PATIENT IS IMMINENTLY COMPROMISED AND SHOULD NOT BE PLACED NEAR ANY POSSIBLE CONTAGIOUS PATIENTS OR IN HALLWAYS

- STRONG RECOMMENDATIONS TO BE STARTED WHILE CONTACTING PEDIATRIC SERVICE (DOB, I/O, ALLERGIES, INITIAL LABS, FREQUENCY OF VITAL SIGN MONITORING)

- VITALS: Monitor more frequent if ☐ Q1 ☐ Q2 ☐ Q3 ☐ Continuous

- UCLA NURSE PLEASE PAGE PEDIATRIC HOSPITALITY (70454) OR PEDIATRIC SERVICE UPON ARRIVAL TO TRIAGE. If outside HPMC call Hospital Operator 310 825 9111 and ask to page the pediatric specialty services.

PRIMARY ATTENDING MD NAME: _____ DATE: _____

PRIMARY ATTENDING MD SIGNATURE: _____

Tools for Dialogue

The *Patient Passport* prototype focuses on the following domains:

- Patient Identification (name, photo, preferred language)
- Critical Health Information (e.g. allergies, medications, disability, relevant care plans, primary contact, caregiver information)
- Health Team (PCP, other doctors)
- Health History and Goals (significant health events, previous hospitalizations, coping with my health conditions – good days and bad days, health goals for when I get out of the hospital)
- What I Need While I'm Here (major concerns, what would make me feel comfortable, what I need extra help with, etc.)
- Personalized Photo
- Discharge (what to do when I get home)
- Advance Care Directives and End of Life Preferences

Hello.

My name is



This is my Patient Passport.

People who care for my health please read.

This contains my health conditions and preferences.
This document IS NOT INTENDED to replace or duplicate
a medical record.

Triage /

Hospital Staff
Please Read

Patient Passport for:

I have been diagnosed with the following condition(s):

*Page 2 contains contact info for my doctor's health care team

My current medication list is inside this pocket.

Physicians /

My Health Team

My primary care physician

Phone:

Related Conditions:

Specialist:

Phone:

Related Conditions:

Specialist:

Phone:

Related Conditions:

Specialist:

Phone:

Related Conditions:

Specialist:

Phone:

Related Conditions:

Patient Passport for:

My Health History and Goals

Previous hospitalizations or medical procedures:

Date/Event:

Date/Event:

Date/Event:

Need more space? Print form at www.aaon.com and insert list on back cover.

When I leave the hospital, I want to be able to ...

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Nurses /

Nurses /

Patient Passport for:

Right now, this is what I need most:

The following would help me feel better in the hospital:

Things I need extra help with:

☐ Walking

☐ Dressing

☐ Bathing

☐ Eating

☐ Drinking


☐ Using the toilet

☐ Hearing

☐ Understanding medical terms

☐ Remembering what I've told

Here's a photo I love



I cope well with my health conditions when:

What bothers me most about my health conditions:

Patient Passport for:

My home life (e.g. I live alone, with family, etc.)

When I get home, I need to do the following:

Please honor my choices about the care I would or would not like to receive if incapacitated and/or at the end of life. I have recorded my preferences and they can be found at this location and/or with this person who I designate as my representative:

Learn more at <http://www.agingwithdignity.org/life-wishes.php>
For help in other languages and other tips and tools, go to www.aaon.com.

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Partnership

The Next Step: Partnership

- Spreading patient preferences through use of the passport model (Griffin Hospital, St. Vincent Indianapolis)

Action Pathway in Support of the Partnership for Patients

Anchoring Healthcare in Patient and Family Preferences



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Griffin Health Services Community-Wide Patient-Family Activation Initiative

© Planetree 2013

my journey,
my health, my preferences
Patient-family activation, powered by Planetree





Community-level Goals

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- Increase delivery of appropriate healthcare services that honor patient preferences, including but not limited to end-of-life care
- Develop shared decision-making partnerships between patients and their physicians
- Improve population health
- Increase engagement and activation of patients and families



Partnership: St. Vincent Indianapolis

Using the *Patient Passport* and St. Vincent's Patient Portal to help patients communicate with their healthcare team from any computer, smartphone or tablet.



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Partnership, Activation and Change

Why the *Patient Passport*?

- Addresses absence of/quality of communication between the patient and provider at the point of care
- Helps patients mentally and emotionally prepare for hospital visit, and provide concise, meaningful information to the clinical staff
- Addresses critical aspects such as diagnoses, medications, allergies, healthcare team, discharge planning, and holistic needs of the patient while in the hospital's care (e.g. "human touch is comforting when I'm in pain"; "it's ok if I have to wait, please just keep me informed about what's going on")

Potential Impact: Fewer hospital stays, fewer hospital days, fewer adverse events, increased patient satisfaction and activation; increased sense of connectedness and efficacy in hospital staff

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Partnership, Activation and Change

Making it Real

- If you're a patient and consumer
- If you're a practicing clinician
- If you're an administrator inside a hospital or health system



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Activation and Change

PATIENTS / CONSUMERS: Next Steps

- Use the *Patient Passport* domains/model to help you communicate with nurses and doctors during your hospital visit
- Work with your Patient and Family Advisory/Partner Council to explore using the *Patient Passport* model inside your local hospital
- Adapt the passport model to specific local and demographic needs

Questions for Discussion:

- Could the *Patient Passport* help you communicate with providers?
- How can we help you use it?
- Additional feedback?

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CLINICIANS: Next Steps

- Discuss the idea with your heads of medicine and express support
- If a patient comes in with a *Patient Passport*, read it. Listen to the patient. Talk to the patient.

Questions for Discussion:

- What tips do you suggest for successful implementation of the *Patient Passport*?
- What else do you need to make this practical for you and your patients?

Partnership

HEALTH ADMINISTRATORS: Next Steps

- Provide your patients with the *Patient Passport*; gather feedback
- Discuss the idea with your heads of medicine and express support
- Create signage in your hospital that demonstrates support for the passport, such as “We are a *Patient Passport* friendly hospital”

Questions for Discussion:

- What tips do you suggest for successful implementation of the *Patient Passport*?
- Is there a connection between the passport domains and the goals of your health system? Does it address any significant gaps? (e.g. understanding the patient’s home life and care team, discharge planning, end of life preferences, health goals)
- What else do you need to make this practical for you and your patients?

Thank you!

If you have additional feedback we’d love to hear from you.

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