
Partnership for Patients-National Priorities Partnership®
Patient Safety Webinar Series
Engaging Patients and Their Families
November 17, 2011



Today's Moderator

Camille Smith, MSPH, MSW
Project Manager, National Quality Forum

Today's Featured Speakers

- Robert and Barbara Malizzo, Patient Advocates and Members of the Medical Staff Review Board, University of Illinois Medical Center at Chicago
- Tim McDonald, MD, JD, Chief Safety Officer and Risk Officer for Health Affairs, University of Illinois Medical Center at Chicago

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Today's Featured Speakers

- Don Berwick, MD, Administrator, Centers for Medicare & Medicaid Services
- Carolyn Clancy, MD, Director, Agency for Healthcare Research and Quality

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Patient Safety Webinar Series: Recurring Themes

- **Engaging patients and families in a meaningful way**
- Creating culture change through organizational leadership and empowered frontline providers
- Coordinating the efforts of multidisciplinary teams and organizations
- Designing payment models that promote and incentivize quality and safe practices
- Measuring quality consistently and reliably within and between organizations

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Objectives for Today's Webinar

1. Provide an opportunity for thought leaders in patient safety to share best practices, success stories, and strategies for effectively engaging patients and their families to improve systems of care
2. Provide an overview of the PfP-NPP public-private partnership and collaborative efforts under way to improve patient safety in alignment with the National Quality Strategy
3. Generate action in organizations and communities nationwide
4. Provide examples of families working collaboratively with hospital senior leadership to achieve results

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Carolyn Clancy, Director
Agency for Healthcare Research and Quality
National Priorities Partnership Partner

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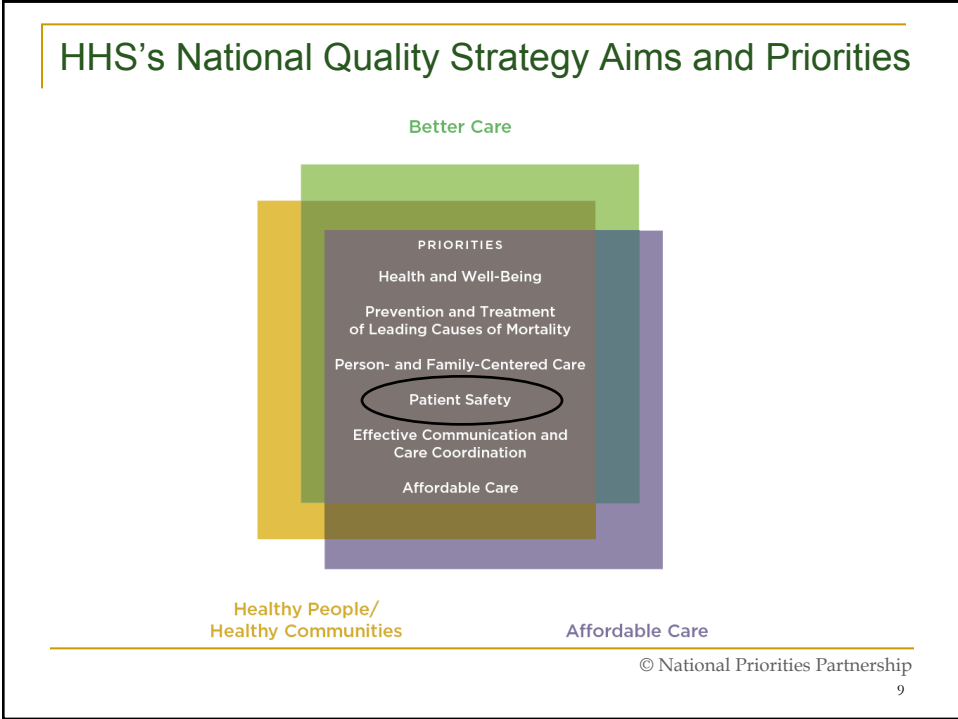
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NPP Input into the National Quality Strategy

- *October 2010*: NPP provides input to HHS to inform the development of the NQS
- *March 2011*: HHS issues NQS based on the triple aim
- *September 2011*: NPP input to HHS helps to make NQS more actionable:
 - Identification of goals and measures
 - Recommendation of strategic opportunities
 - Consensus across key leaders about where they should drive their organizations
 - Full report is available from the Links tab in the upper left corner of your screen

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NPP INPUT ON HHS'S NATIONAL PRIORITIES: Patient Safety

Goals:

- Reduce preventable hospital admissions and readmissions*
- Reduce the occurrence of adverse healthcare associated conditions*
- Reduce harm from inappropriate or unnecessary care

Measure Concepts:

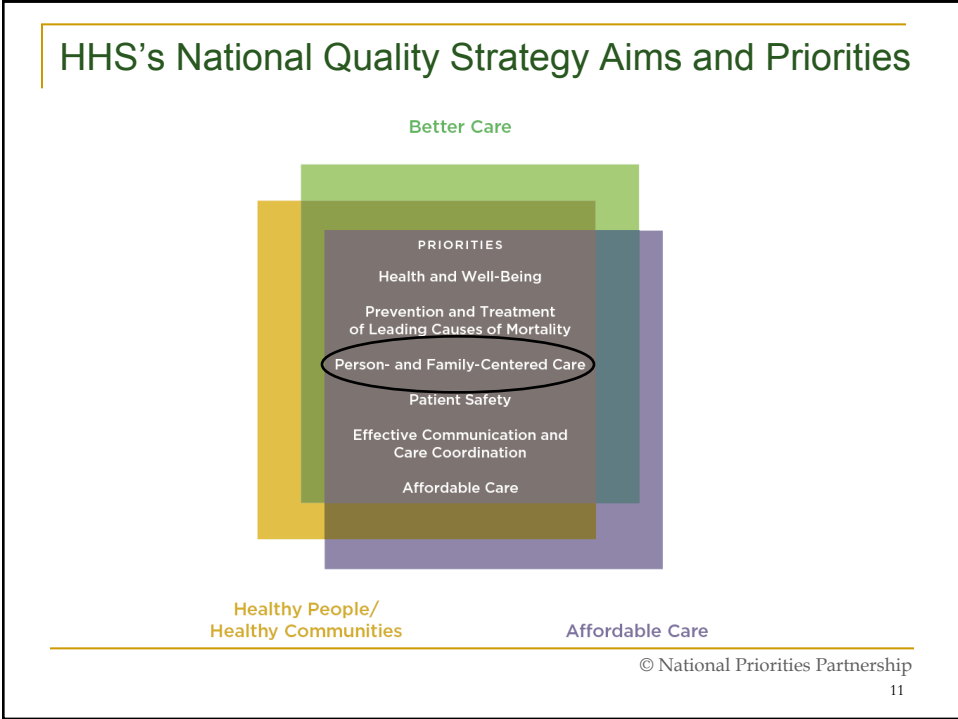
- Hospital admissions for ambulatory-sensitive conditions
- All-cause hospital readmission index*
- All-cause healthcare-associated conditions*

- Inappropriate medication use and polypharmacy
- Inappropriate maternity care
- Unnecessary imaging

*Aligned with HHS's Partnership for Patients initiative. Healthcare-associated conditions include adverse drug events, catheter-associated urinary tract infections, central line blood stream infections, injuries from falls and immobility, obstetrical adverse events, pressure ulcers, surgical site infections, venous thromboembolism, and ventilator-associated pneumonia.

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NPP INPUT ON HHS'S NATIONAL PRIORITIES: Person- and Family-Centered Care

Goals:

- Improve patient, family, and caregiver experience of care related to quality, safety, and access
- Using a shared decisionmaking process, develop culturally sensitive and understandable care plans
- Enable patients and their families and caregivers to effectively navigate and coordinate their care

Measure Concepts:

<ul style="list-style-type: none"> ■ Patient and family experience of quality, safety, and access ■ Patient and family involvement in decisions about their care ■ Joint development of treatment goals and plans of care 	<ul style="list-style-type: none"> ■ Confidence in managing chronic conditions ■ Easy-to-understand instructions to manage conditions
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Partnership for Patients Goals

- **Keep patients from getting injured or sicker.** By the end of 2013, preventable hospital-acquired conditions would **decrease by 40%** compared to 2010.
- **Help patients heal without complication.** By the end of 2013, preventable complications during a transition from one care setting to another would be decreased so that all hospital readmissions would be **reduced by 20%** compared to 2010.

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Partnership for Patients Nine Areas of Focus

- Catheter-associated urinary tract infections (CAUTI)
- Central line-associated blood stream infections (CLABSI)
- Injuries from falls and immobility
- Adverse drug events
- Obstetrical adverse events
- Pressure ulcers
- Surgical site infections (SSI)
- Venous thromboembolism
- Ventilator-associated pneumonia (VAP)

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AHRQ Tools for Patient Engagement

- Taking Care of Myself: A Guide for When I Leave the Hospital
- Questions Are the Answers
- Blood Thinners: Your Guide To Using Them Safely
- Navigating the Health Care System Advice Columns

- Health Care Innovations Exchange

All of these resources can be found in the Links tab in the upper left corner of your screen.

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How Will Change Actually Happen?

And how will it happen at
scale?

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How Will Change Actually Happen?

- There is no “silver bullet,” but we know we must:
 - **Engage patients and families, authentically**
 - Work together
 - Provide thoughtful incentives
 - Engage leadership
 - Assist in the painstaking work of improvement

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Audience Feedback

Tell us about your experience

To ask questions or provide feedback at any time, type into the chat box at the bottom left corner of your screen. To dial into the discussion, call 1-888-500-6973, confirmation code 1965443. Press *1 to ask a question.

Your questions will be addressed during the audience discussion later in the webinar.

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Working in Partnership to Engage Patients and Their Families in Healthcare

Robert and Barbara Malizzo, Patient Advocates
Members of the Medical Staff Review Board
University of Illinois Medical Center at Chicago

Tim McDonald, Chief Safety and Risk Officer for
Health Affairs
University of Illinois Medical Center at Chicago

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Bob and Barbara Malizzo with their
daughter, Michelle Ballog

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Don Berwick, Administrator
Centers for Medicare & Medicaid Services

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Audience Discussion with Dr. Berwick

Tell us about your experience

If you have any questions or comments for Dr. Berwick, please type into the chat box at the bottom left corner of your screen. To dial into the discussion, call 1-888-500-6973, confirmation code 1965443.

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Audience Discussion with the Malizzo Family and Tim McDonald

Tell us about your experience

To provide questions or comments, please type into the chat box at the bottom left corner of your screen.

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Conclusion

Next Steps, Further Resources, and Concluding Remarks

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Further Resources

Resources, links, and PDF documents are available now in the **top left corner of your screen in the Links tab**, including:

- Partnership for Patients website
- National Priorities Partnership (NPP) website
- National Quality Forum patient safety webpage
- NQF National Quality Healthcare Award - Applications accepted through January 4, 2012
- NQF 2012 Annual Conference “Building a Patient and Family-Centered Health System” on April 4-5, 2012, in Washington, DC
- Information for both available online at www.qualityforum.org

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Thank You

A recording of this webinar will be available on the National Quality Forum website within 48 hours. When you exit, you will automatically be directed to an evaluation about this webinar.

For further questions, please contact
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