Palmetto Health Patient and Family Advisory Council (PFAC)

ANNUAL REPORT 2018

EXECUTIVE SUMMARY

Palmetto Health Patient and Family Advisory Council

The Patient and Family Advisory Council, established in 2016, seeks to enhance the delivery of healthcare at Palmetto Health by providing a mechanism for the community to work in partnership with hospital team members to develop and deliver the safest, highest quality care and service to patients and their families. The PFAC is a partnership that provides a collaborative environment to enhance the experience for all patients and families at Palmetto Health through patient-and family-centered care.
Patient and Family Advisory Council

Sarah Vann Bonds
Passionate, Medical Advocate, Loyal, Caring, Visionary

Ojetta Flemming
Prayer Warrior, Wife, Mother, Sister, Confidante

Reggie Hall
Husband, Father, Stroke Survivor, Communicator

Peggy Hewlett
RN, Health Policy Consultant, Wife, Mother, Grandmother, Pulmonary Embolus Survivor

Peggy Lawrence
Caring, Thoughtful, Concerned About Health, Domestic Engineer

Sandra Overton
Wife, Believer, Caretaker, Cancer Survivor, Optimistic

Linda Wells
RN, Christian, Healthcare Advocate, Wife, Mother, Grandmother, Breast Cancer Survivor
THE CORE CONCEPTS OF PATIENT AND FAMILY CENTERED CARE
by the Institute for Patient-and Family-Centered Care (IPFCC)

<table>
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<th>PFCC Principles</th>
<th>Examples</th>
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<tr>
<td><strong>Information Sharing</strong></td>
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<td>• Healthcare team communicates &amp; shares complete &amp; unbiased information w/ pts. &amp; families in ways that are affirming &amp; useful</td>
<td>Hously Rounding</td>
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<tr>
<td>• Pts. &amp; families receive timely, complete and accurate info in order to effectively participate in care &amp; decision making</td>
<td>Nurse Leader Rounding</td>
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<td>Bedside Shift Report</td>
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<td>Care Boards</td>
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<td>Multidisciplinary Rounds</td>
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<td>Behavior Expectations</td>
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<td>Individualized Patient Care</td>
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<td>Team Huddle</td>
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<td><strong>Respect</strong></td>
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<tr>
<td>• Listen to &amp; honor patient &amp; family perspectives &amp; choices</td>
<td>Patients or families involved in GI teams/efforts</td>
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<td>• Pts. &amp; family knowledge are incorporated into the planning &amp; delivery of care</td>
<td>Patient participation in their POC discussions</td>
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<td>Family representation as a board member or on a quality committee</td>
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<td>Families participate in prioritization of hospital strategic initiatives &amp; facility design</td>
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<td>Input on PGRs, PFAC, Teach Back</td>
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<td><strong>Participation</strong></td>
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<td>• Patients &amp; families are encouraged &amp; supported in participating in care &amp; decision making at the level they choose</td>
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<td><strong>Collaboration</strong></td>
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<td>• Pts., families, healthcare team &amp; hospital leaders collaborate in policy and program development, implementation, &amp; evaluation; in healthcare facility design; in professional education; as well as in the delivery of care</td>
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PURPOSE AND ACTIVITY

The Patient and Family Advisory Council strives to enhance the delivery of healthcare at Palmetto Health by providing a mechanism for the community to work in partnership with hospital team members to the improve the quality in patient and family care. The Palmetto Health PFAC will seek the patient and family perspective to promote a culture of patient and family centered care. The PFAC will provide a venue for the voice of the patient to be heard.

Purpose and Responsibility of PFAC

• Serves as a communication channel between families and hospital team members

• Promotes improved relationships between patients, families, and team members

• Provides a venue for patients and families to assist in evaluating and providing input on the delivery of services to patients

• Collaborates as partners with team members, physicians, and administration in the planning and operation of programs to enhance care and services

• Provides opportunities for the organization to listen to their customers
• Provides a link between the hospital and the community at large

**Meeting Frequency**

The Palmetto Health PFAC meets monthly, 11am – 1pm. Each two-hour meeting proceeds from a formal and planned agenda that includes updates on highlights of developments; responses to past patient stories; presentation of new patient stories; and guest speakers and topics.

**Ongoing Advisor Participation on Teams, Committees & Projects**

Members serve on hospital committees, including the Opioid Utilization Review Team, System Patient and Safety Committee, Infection Prevention Team, Quality Appropriate Use Council and the Falls Team.

Other areas our advisors play an integral role:

A stroke survivor on our Patient & Family Advisory Council, Reggie Hall, is a part of service workshops for team members and is an advocate to patients and families on 10W (Neuroscience):

• Explains the stroke diagnosis from his perspective, how it has impacted his life and the importance of reading and following the stroke education book

• Health modification wins and challenges as related to diet, exercise and available resources for help

• Discuss the emotional aspect of the stroke diagnosis and how the 10 West team helps support their emotional needs

• Regarding their stay on 10 West, what have we done well and what we could have done better
**Patient Advocacy Role** – an advisor serves in a patient advocacy role on our Palmetto Health Baptist Parkridge campus. The advisor rounds on patients asking key rounding questions.

**Pillows in the ED** at Palmetto Health Baptist Parkridge – at the request of an advisor and working with Nursing Shared Governance, pillows are now offered in the ED.

**Patient Centered Care Symposium**

Reggie Hall, an advisor, shared his patient story as a stroke survivor and the impact of empathetic, compassionate, connected care.

Kelly Touchstone, Manager, Patient Experience, also spoke about empowering patients through the Patient and Family Advisory Council.

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou
Branding for SC Health Company

Our Patient and Family Advisory Council was also a part of the branding for SC Health Company (now Prisma Health). The council went through several exercises with our Senior VP of Marketing & Communications, Todd Miller, to discuss ten possible purpose statements as well as logos.
The Palmetto Health Kaleidoscope: PFAC as Common Ground for Discussion

In any hospital, a team established to create dialogue, identify needs, provide input, and seek to resolve problems reflects a daily kaleidoscope of activity. Many people and activities contribute to a diverse storyline, highlighting both successes and ongoing challenges. Patient and family experiences can serve as a common thread, and the PFAC can serve as a common ground for collaborative and interdisciplinary discussion. This has been reflective in the scope and details of the work of the PFAC.

Topics Introduced to PFAC in 2018

• Palmetto Health’s Experience – Strategic Plan
• Patient Experience & Engagement
• Education about HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems)
• Patient Advocacy Program
• Patient and Family Provider Preference
• Pain Education Booklet
• My Story
• Hospital Value Based Purchasing, CMS Hospital Star Rating and the Leapfrog survey
• Inpatient Visitation Policy
• Quality Strategy
• Bedside Shift report
• Patient Discharge Packet
• PH USC Family Medicine
Patient Experience and Engagement Training for team members – PFAC attended to gain insight on what our leaders are learning about improving the patient experience and better ways to engage our patients and families to drive quality and safety.
PFAC informed and made enhancements to My Story that is displayed at the bottom of our care boards in patient rooms. The purpose of My Story is to personalize and improve the patient experience, to create a connection with the patient and family and to provide the patient and their family with the opportunity to become more involved in their care. Overall, it allows us as caregivers to treat the whole person.
PFAC made an onsite visit to one of our newest physician practices to share input on patient flow and design of the practice.

Two recommendations from the council for the new practice were to have a water feature and an aerial map of the property; both were included. The water feature was included to create a relaxing, soothing and peaceful environment, in which patients and families can lessen tension and stress. The aerial map was included in the design to show the historical imagery of the practice.
Patients First Project

Palmetto Health Richland was selected for an onsite visit by Vizient’s team to help develop a Person and Family Engagement (PFE) change package. Vizient will be creating this change package for CMS. As a part of our site visit, Vizient took part in a Patient and Family Advisory Council meeting.

(Back: Carolyn Swinton, Senior VP & Chief Nursing Officer, Advisors: Linda Wells, Peggy Hewlett, Sarah Vann Bonds, Martin J. Hatlie (Vizient), Ojetta Fleming, Reggie Hall Middle: Dawn Hill, OD Consultant, Kathryn Harris, Experience Ops & Business Mgr, Front: Armando Nahum (Vizient), Kelly Touchstone, Mgr, Patient Experience and Kellie Goodson (Vizient)

How we were selected and what it means:

At the request of CMS, the Vizient HIIN is developing a Patients First change package that aims to extend existing Person and Family Engagement (PFE) strategies to improve patient outcomes. CMS supports and wishes to advance PFE as a means to improve the safety and quality of our healthcare system.
Selection Process

Vizient created a PFE assessment that 98 hospitals completed. From these 98 hospitals, Vizient selected 24 hospitals for phone interviews to learn more about the PFE practices identified in the assessment. From these 24 phone interviews, 10 were selected for site visits to inform the change package Vizient will create for CMS. Site visit participants will be recognized as contributing to this new change package as well as receive a report from Vizient and our national subject matter experts (SMEs) highlighting their strengths and opportunities regarding their PFE practices. The site visit was conducted by Vizient staff and national SMEs including Kellie Goodson, Vizient Director and Martin J. Hatlie and Armando Nahum, Principles of The Healthcare and Patient Partnership Institute.

In September, 2018, Kelly Touchstone, Manager, Patient Experience was invited to represent Palmetto Health Richland along with three other hospitals to review the drafted change package for Patient and Family Engagement with Vizient’s Technical Expert Panel (TEP) members along with the CMS Quality Improvement and Innovation Group and a few other Partnership for Patients stakeholders. Out of the 10 selected hospitals across the country, Palmetto Health Richland was one of only four hospitals invited to participate in the review.

Hospitals will be able to use this Change Package to evaluate their existing Patient and Family Engagement practices and learn from the experiences of leading organizations, all of which are using Patient and Family Engagement to accelerate quality and safety work and sustain a culture that supports the engagement of patients and families throughout the healthcare system.

"It's the idea of working with patients and families, not just doing to them or for them."

The Institute for Patient- and Family- Centered Care
Other Information

Patient and Family Centered Care education and Patient Experience education is now a part of the following platforms:

Physician Assistant Orientation

Nurse Leader Orientation

Nurse Residency

Experienced RN Academy (this curriculum is for experienced new hires to complete after FONP)

Foundations of Nursing Practice (FONP) – this is our onboarding program for experienced nurses

Rewarding Excellence Program

Our Patient and Family Advisory Council contributes a portion of what is wrapped up in our reimbursement increases around the BCBS Rewarding Excellence program. The PFAC is weighted 9 points out of 277 total pts, meaning it is slightly more than 3% of the total Rewarding Excellent program. For Richland, having the program and receiving the points materialized to 0.144% of our 2.42% base rate increase. When the data is combined for all campuses and look at this in aggregate, the PFAC is about 7.66% of the achieved points and 0.153% of the 2% rate increase for quality. Our Managed Care department estimated this to be about $400k across PH as a portion of our BCBS rate increase for 2019.

Project, Committee and Council Hours

Approximately 200 hours were volunteered by council members attending committee, project commitments or council hours

$ Value Add

According to the source, “Independent Sector,” the value of a volunteer hour is $24.14. With our 200 hours – the dollar value added with our PFAC is $4,828.
PFAC GOALS AND NEXT STEPS

• PFAC Presentation and Discussion with Leadership and Executive Team

• Undertake Patient and Family Centered Care Readiness Assessment per Institute for Patient and Family Centered Care Checklist

• Align Palmetto Health leadership and executive strategy with Patient and Family Centered Care

• Implement through shared goals with management, clinical, services, and others

• Incorporate more Patient Stories into Education and Training

• Involvement in PH USC Faculty Education and Medical Education

• Involve PFAC in anticipated process change and policy developments

• Involve PFAC in design and construction

• Involve PFAC Advisors in interviews of Patient focused Executive or Management Positions

• Involve PFAC in more quality improvement work (ie: RCA's and Safety Rounds)

• Create a Service Pillar Learning Lab

PFAC Internal

• PFAC to align with strategic plan and goals

• Revisit vision and purpose to determine optimal balance of involvement in PFCC policy goals, PFAC participation, use of Patient Stories and experiences for rapid response vs. education and training.
Outreach and PR

• Strengthen internal communication, awareness, and education about PFAC purpose, role, and activities

• Strengthen external/community communication about PFAC and related Patient and Family Centered Care

• Solicit input from Palmetto Health team members who are not on PFAC