Improving Care and Safety Through a Patient/Family Council

Arizona Society for Healthcare Risk Management (AzSHRM)

Educational Meeting
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Holiday Inn
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“Patient and family centered care is an approach to health care that shapes policies, programs, facility design, and staff day-to-day interactions. It leads to better health outcomes and wiser allocation of resources, and greater patient and family satisfaction.”

–Institute for Family Centered Care
CORE CONCEPTS

- Respect
- Strengths
- Choice
- Information
- Support
- Flexibility
- Collaboration
- Empowerment

Child and Family Council
Patients and Families as Advisors

- Patients and families serve on hospital committees and task forces
- Patients and families are involved in orientation and continuing education for employees, medical staff, and trustees
- Hired position for a patient or family leader to facilitate the development of F.C.C initiatives

Patterns of Care

- Family members are not viewed as visitors, they are always welcome to be with the patient
- Family members participate in rounds
Patterns of Care

- Family members can remain with patients during examinations, treatments, painful/invasive procedures, and resuscitation.
- Family members can be present in clinical areas (anesthesia induction, recovery room, E.R.).
- Staff collaborate with patients and families in managing pain.

Environment & Design

- Themeing that supports “Through the Eyes of a Child” principles.
- Privacy of key importance.
- Spaces where families can grieve, reflect, socialize, and pray.
Information/Education for Patients and Families

- Written information is provided in primary languages of patients and families served
- Getwell- interactive system in each of the patient rooms wherein patients and families will receive education on their own schedule
- Informational and educational programs and materials are available to patients and families, i.e., family resource center

Children and Family Support

- Peer and family to family support for children and families, i.e., NICU Family Room
- Emotional and spiritual supports for children and families
- Identify the needs and provide support to children
- Children and families involved in developing and evaluating peer support groups
Quality Improvement

- Children and families are involved in quality improvement initiatives
- Children and families are involved in review of patient experience scores and develop ways to improve supports and services

Personnel Expectations

- Core Concepts consistent with FCC are considered when conducting performance evaluations
- There are rewards and recognition for FCC practices
- The staff reflects the diversity of the community we serve
Current Practices at Cardon Children’s Medical Center

- Siblings are encouraged to visit
- NICU patient rounds
- Parents active participants in developmental screenings
- Parents are present during:
  - Anesthesia induction
  - Resuscitations
  - Procedures including PICC line insertions

Video – 34 minutes in duration
Risk Management Principles

- Family/patient involved in care
- Family/patient involved in daily rounds
- Family in OR/PACU
- Family totally informed
- Family a care team member
- Transparency