Establishing a System Wide Patient and Family Infrastructure

April 6, 2018
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Learning Objectives

• Understand the key components for building a system wide Patient and Family Advisory Council Infrastructure.

• Demonstrate how the partnership with Patient and Family Advisors has changed process improvement.

• Describe challenges and solutions for spread and sustainment.
Sutter Health Systems

Sutter Health at a Glance

- 52,000 Employees
- 5,000+ Physicians
- 24 Hospitals
- 30+ Surgery Centers
Sutter Health’s Office of Patient Experience partners with and supports teams across our network to provide a consistently excellent and personalized experience for the patients and families we serve. Together, we inspire an organizational culture that empowers and engages care teams and patients alike in all aspects of care delivery to achieve the highest quality outcomes.

Don Wreden, M.D.  
Senior Vice President

Stephen Lockhart, M.D., Ph.D.  
Chief Medical Officer
Our Model

How Office of Patient Experience Supports Improvement Across the Sutter Health System

Align

Measure

Patients & Families

Enable

Improve
Provide the ability at all levels of the organization to work in partnership and collaboration with Patient and Family Advisors.

Each healthcare setting will have the opportunity to establish a Patient Family Advisory Council.

PFAs share their stories, experiences and perspectives to help staff to see what we cannot see and ensure continuous improvement in the care we provide.
Patient Family Centered Care Partnership

Gateways

• Setting the Table in the Organization
• Recruiting
• Orientation
• First Meeting
• Sustainability Practices
Patient & Family Advisory Councils

Overview
The Patient and Family Advisory Councils (PFAC) work in partnership with the leadership and clinical staff to create an environment of patient and family-centered care across Sutter Health. Patient and Family Advisors share their stories, experiences, and perspectives to ensure continuous improvement in the care provided to patients and families. Through this partnership, discussions and decisions about patient and family-centered care occur in various meetings and forums.

Patient and Family Advisory Council Goals:
Patient and Family Advisory Councils partner to accelerate quality and safety improvement by:

- Advising on the infrastructure necessary to create and maintain a culture of patient and family-centered care.
System Support Tools

PFA Web Page

Become a Patient and Family Advisor

Help us deliver a consistently excellent patient experience, as seen through the eyes of our patients and their families.
Standard Tools
Orientation and Training

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Patient Family Centered Care Partners
Key Competencies

- Teachable spirit
- Representative voice
- Solution-focused
- Constructive collaboration
- Establish partnerships
Tests of Change
Recruitment
Former Patients Invited to Help Improve Care at Sutter Roseville Medical Center

Roseville - Sutter Roseville Medical Center is forming a council consisting of former patients to receive input and feedback about their hospital stays and improve the patient and family experience.

Advisers with the Patient Family Advisory Council will collaborate with leadership, care teams and clinical initiatives at Sutter Roseville Medical Center to help in the planning and decision-making process for future patients. They will share their experiences and perspectives during care planning and decision making, providing the hospital’s care teams an insider’s view about the patient experience and ensuring that hospital staff continuously improve the care they provide for patients and families.

Ideal candidates have received care at Sutter Roseville within the last five years. Advisers are asked to give two to six hours per month to various projects related to being a member of the Patient Family Advisory Council. This includes participating in meetings, attending process improvement activities throughout the hospital or attending department meetings.

“The feedback our patients provide us about their experience, or a loved one’s experience, in this hospital is invaluable and a key factor in how we will improve our overall healthcare system,” says Mayor Michael Inman.

Sutter Health is one of the nation’s top five large health systems thanks to its integrated network of physicians, employees and volunteers—more than 60,000 people strong. Rooted in Sutter Health’s not-for-profit mission, these team members partner to deliver exceptional care. Sutter Health is recognized as one of the nation’s leading networks of community-based and academic healthcare providers. Through our offices in hospitals to outpatient centers and homes that heals patients, Sutter Health provides support and care for more than 1 million people in their care—services. They provide support and care for more than 1 million people in their care—services. They provide support and care for more than 1 million people in their care—services. They provide support and care for more than 1 million people in their care—services. They provide support and care for more than 1 million people in their care—services. They provide support and care for more than 1 million people in their care—services. They provide support and care for more than 1 million people in their care—services. They provide support and care for more than 1 million people in their care—services.
Requesting a Patient Family Advisor

PFA Request Form

To request Patient Family Advisor participation, please complete the form below at least 3 weeks before the requested meeting date. If you have any questions, please contact us via email: patientfamilyadvisors@sutterhealth.org

For more information on Patient Family Advisory Councils at Sutter Health, please visit our website: http://www.sutterhealth.org/patient-family-councils

Contact Information

- Enter Your Outlook Username
- Last Name
- First Name
- Title
- Company
- Department
- Location
- Phone
- Email

Cost Center
(your cost center may be charged to reimburse the Patient Family Advisor who travels more than 15 miles to a meeting)

- Cost Center

Project Information

Project Title

Project Description

Project Duration (e.g., # of events, continuing)

Number of Patient Advisors Needed

Total number of hours needed from each advisor

Meeting Location (site, address, & date)
System and Local PFA Work
Survey Results

1. Did Engaging PFAs in your work add value?
   - Yes: 98%, Somewhat: 2%

2. Did you have any concerns involving a PFA in your project?
   - No: 90%, Yes: 5%, Somewhat: 5%

“I loved the experience of working with a PFA and feel that more groups should have this opportunity.”

“The PFAs provide an invaluable component to the work that we do. They bring purpose, compassion, and allow our providers to do what they want to achieve most – give the most beneficial and safest care to our patients…”
Patient Family Advisory Councils

- Sutter Health Patient and Family Advisory Councils
  March, 2018

- Alta Bates Medical Center NICU – Berkeley
- California Pacific Medical Center – San Francisco
- Eden Medical Center – Castro Valley
- Mills Peninsula Hospital Services – Burlingame
- Modesto Medical center – Modesto
- Palo Alto Medical Foundation (Ambulatory) – Palo Alto/South Bay Region
- Sutter Amador Hospital – Jackson
- Sutter Auburn Faith Hospital – Auburn
- Sutter Care at Home Hospice of the Valley - San Jose
- Sutter Center for Psychiatry – Sacramento
- Sutter Coast Hospital – Crescent City
- Sutter Davis Hospital – Davis
- Sutter Delta Medical Center – Antioch
- Sutter East Bay Medical Foundation Ambulatory – La Fayette/East Bay Region
- Sutter Lakeside Ambulatory Clinic – Lakeport
- Sutter Lakeside Hospital – Lakeport
- Sutter Medical Center Sacramento – Sacramento
- Sutter Medical Center Sacramento NICU – Sacramento
- Sutter Medical Foundation Ambulatory – Sacramento/Sierra Region
- Sutter Roseville Medical Center – Roseville
- Sutter Santa Rosa Regional Hospital – Santa Rosa
- Sutter Solano Medical Center – Vallejo
- Sutter Health Patient Experience Steering – Sutter Health System

190 PFA’s
3,000 hrs
23 PFAC’s
Logging Hours and Data Collection

Sutter Health Patient Family Advisors
December 2017

Sutter Health Patient Family Advisor Project/Events

- Lean
- Technology
- Strategy
- Facility Design
- Rounding
- Speaking
- Customer Service
- Communication
- Quality Safety
- Community Outreach

447 Projects
VSM and Kaizen

Current state- 48 days to onboard
78 days to project ready.

Future state- 33 days to onboard
50 days to project ready
Recognition and Mileage

Know Do Share

Patient Family Advisors Mileage Reimbursement

Know

In order to ensure that participation in the program is fair for Patient Family Advisors and comply with Federal Beneficiary Regulations, Sutter Health has instituted a standard process for reimbursement of Patient Family Advisors for mileage, parking, and tolls.

Do

1. Utilize the Volgistics tool for tracking of all Patient Family Advisory (PFA) participation in events.
2. Schedule the Volgistics event the patient will participate in.
3. The PFA will note the scheduled event and log hours in the event.
4. If the event requires travel beyond the 5 miles, the PFA will log actual miles from their home to the event, parking fees, and tolls in Volgistics.
5. Patient Family Advisory Council Leads (PFACL) will review all PFA hours and mileage at the end of each month.
6. For PFA mileage, the PFACL will print a report out of Volgistics and send this report to PFA.
7. PFA will be reimbursed through the expense for mileage expenses.

Share

5. Notify your PFAs of this process change.
6. Monitor mileage on a monthly basis.
7. Keep in mind potential PFA travel costs in budget planning.
8. Obtain a WI/4 for all PFAs who claim mileage.
9. PFAs can opt out of mileage reimbursement if this is noted in Volgistics in their personnel file under the “Notes” tab.
Communication

Patient and Family Advisory Councils at Sutter Health

Sutter Health is committed to providing a consistently excellent patient experience. Our goal is to deliver a positive care experience that involves listening, understanding needs, and offering guidance in a nurturing and respectful way.

Quick Links

- Venet Log in
  For current Sutter Health Patient and Family Advisors

- CONTACT US
  Send us an email

Apply Online

Complete the Patient Family Advisor Referral Form

PAC Newsletters

- 2017
  - September
  - June
  - March

- 2016
  - December
  - September
  - July

About the Patient and Family Advisors

Patient and Family Advisors are volunteers who work in partnership with leaders, care providers and staff to collaborate on ways of improving the patient and family experience at Sutter Health. Advisors share their experiences and unique perspectives to help us identify areas where we are doing well and pinpoint opportunities for improvement. Specific activities may include:

- Providing insight on practices and policies that patients and families find meaningful and useful in helping them to be active partners in their care.
- Sharing insight to provide a fuller picture of the care experience than standard

Storytelling Edition

A single narrative is as powerful as any healthcare intervention; it is the one language that all of us—healthcare worker and layperson—share... a single narrative can change the way we live our lives, practice our art, and even reform our policies.” (Stories Beyond the Box, 2008)

Diane Goodman, Patient Family Advisor for Sutter Medical Center Sacramento

My name is Diane Goodman, and I have been a diabetic for 15 years. When I was first diagnosed, I did not take it very seriously. I was inconsistent about doing the things necessary to control my blood sugar—the finger sticks, exercising, watching my diet and portion control and completing the preventive screenings like the foot exam and the eye exam. I had every excuse in the book for not doing these things. I was too busy, too tired, too stressed, and it was too inconvenient. I was the queen of excuses and after all I took “a pill” to take care of the problem, so why worry? Then 4 years ago, I had a heart attack. It was a wake-up call. If I wanted to see my precious grandchildren grow then I needed to make some changes—lifestyle changes. After all, I was going to be a diabetic today, tomorrow, next week, next month, next year—I was going to be a diabetic for the rest of my life.

I worked with a diabetes educator to learn more about this disease. I saw a nutritionist to develop a diet plan and learn about portion control. I bought a Piller with a goal of 10,000 steps, and I joined an exercise class. I worked with my doctor about managing my medications. Even though my blood sugar is now under control, I still have challenges to keep it that way. It is truly a lifelong process. Billions of health care dollars are spent dealing with the complications of diabetes—amputations, blindness, kidney failure, and heart disease. Wouldn’t that money be better spent on prevention? Just last month, I had a retinal screening or diabetic eye exam. The test indicated a weakness in my left eye, and I was able to take care of it before I became another statistic. Seven percent of diabetics with uncontrolled blood sugar suffer from blindness. The screening helped me to dodge that bullet.

I became a Patient Family Advisor because I want to help others avoid the complications of diabetes. If I had known how serious the consequences were for not being diligent, I think I would have made better choices. If I can help even one person avoid my mistakes, it will have been worth my time and effort.

The Art of Storytelling

One of the important ways Patient Family Advisors (PFA) help to inform the organization and help to inspire change is by sharing their personal stories—whether it is about them or a friend or family member in their care.

Storytelling is a powerful tool because it is a core aspect of who we are as human beings and helps to bring us together. “...storytelling is central to human experience... it’s common to every known culture... and involves a symbolic exchange between teller and listener.” [Wired.com, 2011] This is just as true in the healthcare setting.

In this edition of the Patient & Family Partner News we are sharing just some of the impactful stories that we have heard from our Patient Family Advisors to share with a broader audience. We hope you enjoy and are inspired!
The Power of Patient Storytelling
PFA Summit

OCTOBER 24, 2017
PATIENT FAMILY ADVISOR SUMMIT

9am – 3pm, Fairfield, CA

The Patient Family Advisor Summit is a learning and networking opportunity for all Sutter Health Patient Family Advisors (PFAs).

All PFAs and council leads are welcome to attend. RSVP to Morgan Horwood by September 30th.

SUTTER HEALTH
Grain Valley Center
4400 Business Center Drive
Fairfield

Morgan Horwood
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916-395-7734
Shared Governance
2018 Project Planning

Major Areas of Work and Focus:

1. Data measurement
2. Internal and External Communications
3. Hardwiring of Standard work
4. PFAC Support
5. SHPX PFAC - Shared Governance
6. Integration of PFA’s into the culture of the organization

2018 Goals:

1. All PFAC are having monthly meetings
2. All PFAC’s are using Volgistics and standard tools
3. 200 PFA’s by end of year 2018
4. 100% OPE Departments have a PFA
5. Data presentation for Executive Leadership with PFA’s
Podcast
Lessons Learned

- Bringing teams together for shared learning
- PFA’s are the connectors
- Grow the PFA’s with training sessions
- Hold on to standard work
- Site visits, make connections, monthly meetings
- Recruitment never ends
- Warm Hand-Off
- Have Fun!
Questions
Contact Information

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