



**Engaging Patient and Family Advisors to Achieve Your Goals**  
Martha Hayward  
PFE Subject Matter Expert, HRET

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**Vision for PFE**

Hospitals and other health care providers **achieving quality and safety goals** by fully engaging patients and their families, determining what matters most to them in every situation, and **partnering with them** to make improvements to all aspects of care.



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### Changing your culture

<b>Point of Care</b>	<ul style="list-style-type: none"> <li>• Planning checklist for scheduled admissions (Metric 1)</li> <li>• Shift change huddles / bedside reporting with patients and families (Metric 2)</li> </ul>		<b>Front Line Staff</b>
<b>Policy &amp; Protocol</b>	<ul style="list-style-type: none"> <li>• PFE leader or function area exists in the hospital (Metric 3)</li> <li>• PFEC or Representative on hospital committee (Metric 4)</li> </ul>		<b>Leadership</b>
<b>Governance</b>	<ul style="list-style-type: none"> <li>• Patient and family on hospital governing and/or leadership board (Metric 5)</li> </ul>		<b>Board/C-Suite</b>

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### The Big Takeaway

To  
For  
WITH

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### Moving from 'doing for' to 'doing with'



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Doing To  
Doing For  
Doing With

*“Where are you in  
your journey?”*



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### Partnering with Family Members

Caregivers  
are our most  
underused  
resource



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The value of family presence

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### Family

- Family is defined by the patient!
- Family is our greatest resource.
- Family has the the most information.
- Family has the most to gain and the most to lose.
- Family will be taking on ALL the tasks at home.
- Family is more lucid than the patient.



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### The Impact of COVID 19

#### The Conversation Project

A excellent collection of resources:

<https://theconversationproject.org/covid19/>



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### Antibiotic Stewardship

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### The Clinician/Patient Dynamic



The doctor/patient dynamic  
Give me what I ask for or I will go  
somewhere else

Physician teaching sounds like 'NO'.

The physician may not be the appropriate  
teacher.

What can we do support the message?

"I want to treat your symptoms today  
while keeping your body strong enough to  
fight infection in the future."

"What is your greatest concern about not  
taking antibiotics today?"




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'Doing with' to  
reduce  
admissions

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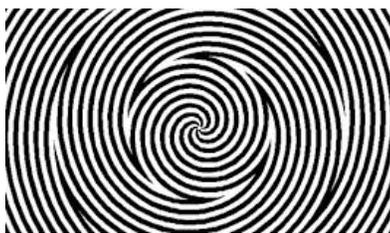
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### The Cycle of Frustration

"Headaches  
"Can't get them to be  
compliant"  
"Their expectation is more  
Dilaudid"  
"Almost all addicted"  
"I coerce them the best I  
can"  
"When I see her I want to  
run"  
"They are wasting time I  
could be with another  
patient"

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### What Matters Most?

Enhancing conversations between patients and clinicians from -- "What's the matter?" to also including "What matters to you?"

Shared Decision Making — The Pinnacle of Patient-Centered Care  
Michael J. Barry, M.D., and Susan Edgman-Levitan, P.A.  
www.medsoc.org march 1, 2012

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### What might you ask?

- What is the best question?
  - "What more can I do for you?" is never the right question.
- End of Life –
  - What will make this a good day for you?
- At rounds –
  - What is your greatest concern right now?
- Prior to surgery –
  - What will success look like to you?

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### How might you change you behavior?

- Sit
- Eye contact
- Warm 'Hello'
- Introduce yourself
- Speak after patient
- Smile
- Ask, don't tell

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## Slide 16

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**CS9** Suggest having someone do double read and ensure citations are noted using standard format (this slide and slide 14)

Collier, Sue, 4/2/2018

### Device Utilization/ CAUTI

- Sense of security/ demand
- Patient comfort v. Patient Safety
- End of Life



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### What you can do to engage pts in CAUTI

- Include patients and their family in care decisions
- Involve patients and their family in safety rounds
- Share patient stories in meetings
- Ask patients or family members to share their stories
- Provide CAUTI prevention education to patients
- Share what you are doing to help prevent infections
- Ask patients and family to help educate staff
- Include days of use on white board



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### Community Resources

#### Social Care Networks

- AuntBertha.com
- 211.org



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The voyage of discovery  
is not in seeking new landscapes  
but in having new eyes.

Marcel Proust

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**Contact**

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