

Creating the Ideal Patient Care Experience

Michigan Society for Healthcare
Planning and Marketing

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FRANKEL CARDIOVASCULAR CENTER
UNIVERSITY OF MICHIGAN HEALTH SYSTEM

Consider the Health Care Experience

“Health care experiences **have an indelible quality.**”

“When our normal physical and mental functioning is uncertain, or when we are brought face to face with the fragility of life, **all of our senses are heightened.**”

“As a result, **health care experiences**, for all the people who play a part in whatever the drama is, whether it be large or small...**are situations that people remember with great intensity.**”

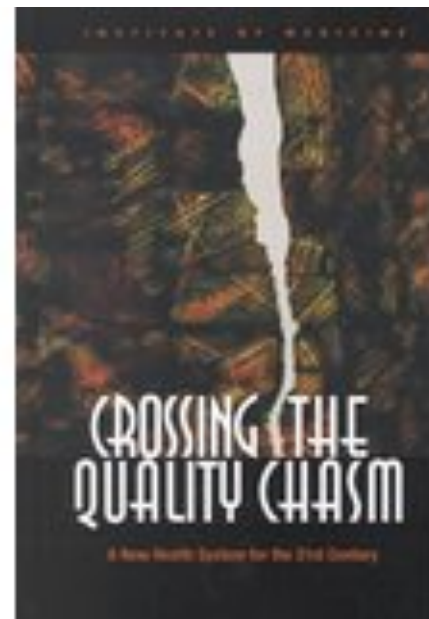
Crocker and Johnson, Privileged Presence, Bull Publishing Company, 2006.



Defining the Ideal Patient Care Experience

Where to begin....

The Institute of Medicine's
“*Crossing the Quality Chasm*”
has provided the vision.



“Crossing the Quality Chasm”

Six Aims

Health care must be:

Safe

Effective

Patient-centered

Timely

Efficient

Equitable

Source: *Crossing the Quality Chasm: A New Health System for the 21st Century*, Institute of Medicine, National Academy of Sciences, 2000, pp 39-40.



“Crossing the Quality Chasm”

Ten Rules For Care

- *Care based on continuous healing relationships*
- *Customization based on patient needs and values*
- ***The patient as the source of control***
- *Shared knowledge and the free flow of information*
- *Evidence-based decision making*
- *Safety as a system property*
- *The need for transparency*
- *Anticipation of needs*
- *Continuous decrease in waste*
- *Cooperation among clinicians*

Source: *Crossing the Quality Chasm: A New Health System for the 21st Century*, Institute of Medicine, National Academy of Sciences, 2000, pp 61-62.



“Nothing About Me Without Me”

Patient and Family Centered Care (PFCC)
is a *Philosophy*, a *Process* and a *Practice*

PFCC is a national movement within healthcare that promotes a true partnership with patients and families...

...bringing their perspectives into the planning, delivery, practice, and evaluation of health care, to ultimately transform the care experience and improve quality and safety.



The Wisdom of Stories

The more patients are viewed as people with stories...

the more the relationships between caregivers and patients are humanized...

the more patients are viewed as people rather than diseases...

and the more patients are protected from error.

(Stone 2006)



Erik's Story

Outpouring Of Support For Morganroth Family

JENNIFER FINER STAFF WRITER

The questions will come, and Janice Morganroth is anxious to see what they might be.

One week ago, her son Erik, a normally healthy 25-year-old, underwent a heart-transplant operation. Today, he is recovering in a University of Michigan hospital.

"Erik was put on a machine for 34 days," said Mrs. Morganroth, "and now he's told he has a new heart. He hasn't been able to digest everything that has happened to him."

"I'm hoping the donors will contact us," Mrs. Morganroth said. "I think about them all the time."

Mrs. Morganroth sent a note to the donor family through Gift of Life, which coordinates organ donations in Michigan. In the letter, she shared her first reaction to the transplant.

"When I could see the heart pumping in his chest, my first thought was about the dreams we have. Only a few hours before, the heart was in someone else whose family also had dreams," she said. "I invited them to share



Erik Morganroth, far left, and his family at a recent costume party.

Son and Brother



Husband and Father



PFCC Key Principles

- **Dignity and Respect**
- **Information Sharing**
- **Participation**
- **Collaboration**

From patient and family **focused** care where we do things “**to**” and “**for**” patients to...

Patient and family **centered** care...where we work “**with**” each other to achieve the best outcomes possible



Patient Family Centered Care

Key Principles

Dignity and Respect. Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

Information Sharing. Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.



Patient Family Centered Care

Key Principles

Participation. Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

Collaboration. Patients and families **are also included on an institution-wide basis.** Health care leaders collaborate with patients and families **in policy and program development, implementation, and evaluation;** in health care facility design; and in professional education, as well as in the delivery of care.



PFCC in Action

- Family presence ...during patient rounds, codes, end of life, to stay with patient; family initiated rapid response team
- No visiting hours...families are not visitors; they are part of the care team
- Transparency in information sharing, including medical records, medication distribution, results, care plan, etc.
- Including patients and family members in active decision making regarding their care and the services delivered, especially transitional care



The Patient and Family Voice

- Create patient family advisory committees where patients have a voice at the table
- Include patients and families on safety and quality committees to improve outcomes, decrease hospital acquired illnesses, and improve safety
- Patients and families review educational material and provide resources for future patients and families
- Patients and families share their perspectives about their experience, so that we may better understand and improve the experience



PFCC is a Journey

- PFCC began in Children's Hospitals.
- Nursing Model of Care and Care Management Model designed with patients as the “drivers of their care.”
- Visitation Policy recognizes families are not visitors.
- Hosted the ***Institute for Patient and Family Centered Care*** conference in 2012, funded by donors, educating 250 employees and 31 patients and family members with 57 action plans generated.
- Created an annual educational PFCC conference since 2009.
- PFCC was recognized as a formal department.



Patient and Family Member Roles

Patients and Family Members serve in many roles...

- Patient and Family Advisory Councils (PFACs)
- E-Advisors
- Ad hoc Patient and Family Advisors
- Established formal volunteer orientation process
- Peer Mentors
- Theater, simulations, and panels



PFCC at the Episode of Care

FROM...family as bystanders...



and teaching rounds outside the room



To full engagement
with patients, families
and the entire care
team at the bedside.



PFCC at the Unit Level



Patients and family members...

- Serve on advisory committees
- Safety and quality committees
- Review educational material
- Provide information for future patients
- Share their experiences to staff



PFCC in the Board Room

Patients and Families partner in:

- Governance committees
- Shaping policy and programs
- Facility design and planning
- Quality and safety committees
- Process improvement initiatives
- Review of educational materials
- Medical student training



PFCC at the National Level

- UMHS sponsored the Institute for Patient- and Family-Centered Care (IPFCC) conference in Michigan in 2006 and 2012.
- Three UMHS staff are current faculty of IPFCC.
- Patient-centered Outcomes Research Institute (www.PCORI.org) includes our patients & families on advisory panels.
- UMHS patients, families and staff regularly present nationally at professional organizations.
- Released a book of patient stories and PFCC by Health Administration Press in 2013.



FCVC Patient Satisfaction Results



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Updated: 9/21/2015

	FY10	FY11	FY12	FY13	FY14	FY15	Target	Source of Benchmark
Patient Satisfaction								
Patient Satisfaction Overall Rating of Care								
Inpatient *								
- 4C	92.9	95.2	94.9	92.3	93.9	94.0	93	UMHS
- 7C	90.5	94.3	93.2	93.1	92.8	93.5	93	UMHS
- CVC5	94.7	96.2	92.9	95.3	97.5	95.4	93	UMHS
Procedure areas**								
- CVC Catheterization	94.3	96.9	91.7	95.7	96.1	95.8	93	UMHS
- CVC Electrophysiology	90.0	98.1	96.0	96.5	97.0	93.0	93	UMHS
- CVC Echocardiography		90.2	95.5	85.7	98.2	94.9	93	UMHS
- CVC DVU	96.3	95.1	95.2	96.0	92.3	93.8	93	UMHS
- UH DVU	92.6	98.8	93.1	95.8	94.4	93.8	93	UMHS
- Dominos DVU	92.9	99.5	96.9	93.1	100.0	96.5	93	UMHS
- CVC Radiology Imaging	98.5	97.2	95.6	94.9	98.7	97.7	93	UMHS
- CVC Nuclear Medicine	98.1	96.0	98.7	95.0	94.6	94.1	93	UMHS
Outpatient*								
- Briarwood	94.7	92.7	92.7	95.4	95.5	95.8	93	UMHS
- Dominos Preventative Cardiology	91.3	92.3	96.8	96.5	97.4	96.3	93	UMHS
- Brighton					95.3	95.5	93	UMHS
- Livonia					93.8	96.6	93	UMHS
- Chelsea					94.5	95.1	93	UMHS
- Canton						95.4	93	UMHS
- Northville						93.5	93	UMHS
- CVC Cardiac Surgery	85.8	91.9	93.5	94.8	97.5	94.9	93	UMHS
- CVC CVM	91.5	90.1	91.2	97.0	95.9	95.7	93	UMHS
- CVC Vascular Surgery	87.2	89.1	91.0	95.2	96.0	95.9	93	UMHS
- CVC PAD			94.1	93.5	96.4	95.4	93	UMHS
- CVC Stroke	89.5	88.8	93.8	97.5	97.3	94.6	93	UMHS
- Livonia Vein Center	96.2	100.0	99.4	97.2	92.4	97.6	93	UMHS
- CVC Clinic overall	90.3	90.9	92.5	96.4	96.0	95.5	93	UMHS



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HCAHPS Results

ADULT INPATIENT UNITS AT A GLANCE																				
Mean Index Score (0-100)																				
12-Month Patient Satisfaction Results Through>>> March-16																				
Key Performance Indicator	All Adult Inpatients	ex VVWH	UH4A	UH4B	UH4C	UH5A	UH5B	UH5C	UH6B	UH6C	UH7A	UH7B	UH7C	7W1 Mott	UH8A	UH8B	UH8C	CVC5	Mott 8E	VVWH Total
Overall rating of care given	92.1	92.4	91.4	92.1	93.6	92.8	90.8	92.3	90.1	92.3	87.5	93.7	93.8	97.8	94.2	91.0	93.3	94.2	93.3	89.9
Likelihood recommending hospital	92.2	92.3	91.6	90.6	93.0	92.1	91.6	92.3	91.5	93.6	87.6	93.0	93.4	98.4	94.8	91.7	92.9	95.0	92.9	90.9
NURSING INDEX	90.3	90.6	88.1	89.8	91.3	89.7	88.0	91.5	89.9	92.9	88.5	90.6	92.1	97.5	92.9	92.1	90.9	90.3	90.9	88.0
Promptness response to call	86.7	86.8	85.6	86.1	86.5	86.8	81.5	88.3	83.6	88.7	83.8	86.2	88.3	94.0	88.6	87.9	87.9	84.8	87.9	85.5
Attention to special/personal needs	89.5	89.7	87.1	88.2	91.5	88.2	87.9	90.0	88.5	93.1	88.0	89.7	91.8	98.4	92.4	91.8	89.2	90.0	89.2	87.7
Nurses' attitude toward requests	91.3	91.6	88.7	91.4	91.3	91.8	89.1	92.2	91.0	94.6	90.3	91.8	92.7	98.9	93.9	91.9	92.3	91.3	92.3	88.3
Nurses kept you informed	89.0	89.3	86.1	89.5	89.8	87.8	86.5	90.7	88.9	91.1	87.2	89.5	90.8	95.7	91.8	90.9	89.3	89.9	89.3	86.8
PHYSICIAN INDEX	89.2	89.6	88.6	91.0	91.0	87.3	89.1	91.1	87.1	87.1	85.2	89.9	90.1	95.8	89.4	88.3	92.0	92.3	92.0	85.9
Physician kept you informed	87.8	88.2	86.3	90.3	90.1	85.4	86.5	90.1	86.3	86.0	82.2	88.3	89.0	95.0	88.6	87.6	91.6	90.5	91.6	84.2
Friendliness/courtesy of physician	91.7	92.0	92.0	93.4	92.7	89.2	91.2	92.5	89.3	91.1	87.9	91.4	92.7	96.7	91.7	90.8	94.3	95.3	94.3	89.2
Physician concern questions/worries	89.0	89.4	88.0	90.1	90.4	87.0	88.2	90.9	87.9	88.7	86.6	90.7	89.1	95.6	89.3	87.8	91.1	91.7	91.1	85.8
DISCHARGE INDEX	84.7	85.0	82.8	84.4	85.7	85.0	83.4	89.3	79.7	84.5	82.7	85.7	83.8	92.6	85.8	82.6	86.1	86.4	86.1	82.1
Instructions for care at home	87.0	87.5	83.6	86.7	89.2	87.2	84.4	91.7	81.4	86.5	84.9	88.7	86.0	95.4	88.6	86.5	89.1	90.2	89.1	83.3
Speed of discharge process	80.5	81.0	80.3	81.7	79.9	81.5	80.4	86.5	76.0	82.2	76.7	81.3	78.9	87.2	80.9	77.8	82.5	81.4	82.5	75.4
PERSONAL ISSUES INDEX	86.9	87.1	83.5	86.2	87.8	87.4	83.6	88.9	85.7	86.8	83.3	87.0	87.1	95.3	90.6	86.4	88.0	88.9	88.0	85.7
How well your pain was controlled	87.4	87.7	83.9	88.5	89.7	88.4	85.0	90.6	84.4	85.3	82.9	89.3	86.7	94.1	92.3	84.5	89.3	89.2	89.3	84.8
Staff wash their hands before exam	91.6	91.7	90.6	93.8	95.4	92.8	87.7	91.2	90.2	92.1	86.1	90.5	92.0	100.0	90.6	94.9	90.5	92.5	90.5	90.7
Response to concerns/complaints	86.1	86.3	82.3	84.2	87.5	85.9	84.5	87.6	85.7	87.5	81.4	86.8	86.4	97.0	88.8	86.3	86.6	87.9	86.6	84.0
Staff worked together care for you	91.2	91.4	89.1	89.5	93.2	91.4	89.8	92.8	90.0	91.6	88.0	91.5	91.8	98.9	94.3	91.7	91.9	93.0	91.9	89.4
Patient & Family Able to Participate De	88.2	88.2	87.3	85.9	87.8	88.0	87.1	91.6	85.8	89.9	83.5	87.7	88.2	95.0	88.9	88.7	90.4	92.1	90.4	88.4
Room cleanliness	84.1	83.7	82.6	81.3	80.9	82.8	81.4	85.4	80.6	86.5	80.6	82.4	83.9	93.9	86.9	86.3	83.0	87.7	83.0	88.3
Noise level in and around room	74.3	72.8	70.4	72.3	67.0	74.1	72.7	71.5	68.4	71.9	69.3	73.9	69.9	88.9	76.7	73.4	74.4	80.3	74.4	88.1
Rating of Care, N	3138	2836	218	176	240	293	119	217	121	101	102	138	152	46	120	127	228	159	228	302



Questions?

