



Essentia Health

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Patient Partner Training 2016



Patient and Family Centered Care

- Patient- and family-centered care is an approach to health care that engages patients and their family members as respected partners, both in their private relationships with their caregivers and organizationally. As health care systems become patient- and family-centered, the culture changes from one that does things to and for patients to one which partners with patients and families to achieve a common goal and best outcomes.
- In a patient- and family-centered system, patients and families: are treated with respect and dignity; are given information in an affirming and useful way, empowering them to participate in shared decision making; are encouraged to participate in their care at level of their choosing; and are invited to collaborate with health care workers on an institution wide basis.
- The ultimate goals of designing a patient- and family-centered health care system are to: improve health outcomes for all patients; improve patient satisfaction; heighten the quality and safety of health care; and become better stewards of the health care dollar.

Four Core Concepts

- **Respect & Dignity:** 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.
- **Participation:** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- **Collaboration:** Patients, families, health care practitioners, and leaders collaborate 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.



Essentia Health Values

Quality

Respect

Stewardship

Hospitality

Justice

Teamwork

Engaging Patients and Families as Partners

Benefits for patients and families:

- Becoming more aware and better educated on the subject
- Gaining a better understanding of the health care system, including their organization
- Appreciating being part of the program, listened to, and having their opinions valued
- Becoming advocates for their organization
- Understanding how to be an active participant in their own health care
- Recognizing that collaboration with their providers through patient-centered care leads to better self-management of chronic conditions and improved adherence to medication regimens
- Learning to be advocates for their family and friends

Benefits for health care organizations:

- Learning what the priority concerns are for patients, which may not be what the organization selects
- Hearing directly from their customers, the patients and their families
- Transforming their culture toward patient- and family-centered care
- Developing programs and policies that are relevant to their patients' needs
- Improving consumer satisfaction, which leads to stronger patient loyalty
- Strengthening their community relations

Benefits for health care providers:

- Becoming more aware of the patient's perspective
- Learning to provide care from a patient- and family-centered approach
- Recognizing the role of other caregivers, such as family and friends
- Appreciating barriers—and opportunities—for patients that were previously not understood
- Identifying system issues that need to be addressed to provide patient- and family-centered care
- Receiving higher satisfaction ratings by their patients as they collaborate in a patient- and family-centered care model

*Adapted from the Agency for Healthcare Research and Quality (AHRQ).



Patient- and Family-Centered Care at Essentia Health

Patients and Families as Partners Program

The Patients and Families as Partners Program is a volunteer program that engages patients and families in three ways: as advisors, as mentors, and as educators. Participating in the Patients and Families as Partners Program provides Essentia Health patients and families an opportunity to partner with healthcare professionals in order to improve the patient and family experience and the overall quality of healthcare. The Patients and Families as Partners Program is designed to help bring about a culture of patient and family centered care at Essentia Health.

The following information offers a brief overview each leg of the Patients and Families as Partners Program.

ADVISORS

Patient and Family Advisors provide Essentia Health administration, providers and staff useful feedback about healthcare from patients' and families' points of view. Those who seek to be Advisors have strong communication skills and are able to share insights and experience-related information in ways that others can learn from them. Advisors may serve in a number of different capacities, including: Patient and Family Advisory Councils; unit or department-specific committees; and organizational committees or task forces, including the Patient Safety Committee. Time commitment varies according to level of involvement and availability.

MENTORS

Patient and Family Mentors provide support to patients and/or family members who are experiencing a similar medical situation. Those who seek to be Mentors are able to see beyond their personal experiences; set and adhere to boundaries; and practice active listening. Mentors are assigned according to their personal medical experiences and may be asked to provide support in one-on-one or group settings. Time commitment varies according to level of involvement and availability.

EDUCATORS

Patient and Family Educators share stories about their unique healthcare experiences in the hopes of building understanding and having an impact on the care delivered at Essentia Health. Those who seek to be Educators are able to speak confidently and effectively; share their stories constructively; and interact successfully with a diverse group of people. Educators may be asked to share their stories at staff education meetings; unit/department staff meetings; and community-based patient and family centered care presentations. Well-developed public speaking skills are required. Time commitment varies according to level of involvement and availability.



Advisory Councils

What is a Patient and Family Advisory Council?

An Advisory Council is an organized collaboration between patients/families and members of the health care system. Essentia Health, Patient and Family Advisory Councils advise our leaders and the healthcare team about a variety of topics, including:

- How to motivate patients to take an active part in their care
- How to improve the patient and family experience
- The best way to communicate with patients and families
- How to design an effective healthcare system, from services provided to facility design

Who can serve on Advisory Councils?

- Patients or family members who receive care at Essentia Health (*Essentia employees and their spouses/partners are not eligible for to participate as Advisors*)
- Patients or family members who are interested in sharing their experiences to improve care for everyone
- Patients or family members who listen well, can communicate in a group, and work well with others
- Patients or family members who respect the views of others and can relate to many different people

What are the expectations for participation?

- Complete the Patients and Families as Partners Training, which includes a background check (provided by Essentia)
- Regularly attend meetings (generally, councils meet on a monthly basis 10 times a year)
- Maintain an ability to address issues that affect all patients and families
- Share your health care experiences – both good and bad – to impact positive change
- Respect the privacy and confidentiality of the group



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Patients and Families as Partners Essentia Health's Advisory Councils – East Region

Primary Care: 11 Active Councils

Family Advisory Council (Pediatric)
Regional Primary Care
Superior
Ashland
Spooner
Hermantown
Hayward
Deer River
Sandstone
Virginia
International Falls

Inpatient and Subspecialty Councils: 7 Councils

Miller Dwan Rehab
Oncology
Heart & Vascular
Behavioral Health
Amberwing (Family Advisory)
Pharmacy
Birthplace/OB GYN

Advisory Council Structure

Operational/Administrative Leaders
Physicians/Providers
Front Line Staff
Patients and Family Members

*Patients and families (Advisors) should not be outnumbered by staff.



Health Insurance Portability and Accountability Act (HIPAA)

- HIPAA stands for Health Insurance Portability and Accountability Act
- Information shared at Advisory Council meetings will be kept private and confidential
- Staff will share information about the feedback that is generated but will not share names or other identifying information
- When Advisors are on site for Advisory Council meetings, they become paraprofessionals and are expected to keep any patient information they observe confidential
- Identifiable information includes:
 - Name, location (subdivisions smaller than state)
 - All elements of date, save for year, for dates directly related to an individual and all ages over 89
 - Telephone, fax, and email addresses
 - Social security numbers, medical record numbers, account numbers
 - Vehicle identification numbers
 - Serial numbers
- Private information can be found in written, electronic, oral, magnetic, or any other recorded forms
- Organizations and individuals can be liable for breaches of privacy; both can face substantial fines and be prosecuted
- We are required to notify patients when their privacy has been breached
- HIPAA laws apply to all physicians, providers, employees, students, volunteers, and those who perform work for Essentia Health
- If volunteers suspect a breach in privacy, they should report it to staff

How do volunteers comply with HIPAA regulations?

- Ask for and look for only that information needed to do the job.
- Share only information that needs to be shared in a private place.
- If you work at a computer, turn it off when you leave. Never tell anyone your password.
- Do not leave computer unattended or share your password.
- Keep patient information face down and secure if leaving it unattended.
- Place all patient information in shredder receptacles when no longer needed. Receptacles are located in every nursing department and within volunteer services.
- Assure all patient information is concealed when delivering items such as flowers or mail.

How do I report a breach?

Call Patient Relations/Risk Management at (218) 786-3091.



Purpose/Responsibility of the Advisory Council (Institute for Patient and Family Centered Care)

- Serves as advisory resource to administration and staff of the organization or one of its programs
- Promotes improved relationships between patients, families, and staff.
- Provides a vehicle for communication between patients, families, and staff
- Provides a venue for patients and families to provide input into policy and program development
- Provides an opportunity for patients and families to review recommendations referred to the council by staff or administration
- Provides an opportunity for patients and families to actively participate in the development of new facilities and programs
- Channels information, needs, and concerns to staff and administration
- Actively helps implement change
- Provides input into the educational program for staff
- Collaborates as partners with staff, physicians, and administration in the planning and operation of specific programs
- Provides opportunities for staff to listen to their customers
- Provides a safe venue for patients and families to provide input in a setting where they are receiving care
- Serves as a coordinating mechanism for patients and families

Advisory Council Goals at Essentia Health

- Strengthen communication and collaboration among patients, families, caregivers, and staff
- Advocate for, promote, and support the philosophy of patient and family centered care
- Foster accountability for a health care environment that is safe, accessible, and supportive
- Improve the coordination, consistency and quality of care provided to patients and their families throughout all inpatient and outpatient settings
- Provide input and feedback to Essentia Health's leadership, physicians and providers, and staff in planning and evaluating programs, policies, services, and facilities
- Promote activities or initiatives which serve to increase patient, family, and staff satisfaction throughout Essentia Health
- Facilitate a positive relationship between Essentia Health and the community



Guidelines for Effective Communication

We want to make the most of every opportunity we have to partner with patients and families. Using these tips for effective communication will empower us to have robust dialogue about important health care issues.

Speak from Personal Experience

- Stories are a powerful tool for bringing about understanding. Use your personal experiences to help impact positive change.

Respect the Views of Others

- Everyone is entitled to his or her own opinion; respect the views of others, even if they don't agree with your own.

Watch your Body Language

- We often say more with our bodies than we do with our voices. Keep your body language – facial expressions, hand gestures, and posture – in check.

Avoid Using Accusatory Language

- “He did this” or “she thought that” are one sided accusations. Rather than assessing blame, frame your thoughts in the context of: “This is what happened and this is how it made me feel.”

Ask Questions for More Information

- We've all heard the old adage: “there are no dumb questions.” Always ask questions for clarification and to get more information.



Behavioral Expectations

- Communicate clearly and concisely
- Participate
- Listen carefully and avoid interrupting others
- Ask questions if clarification is needed
- Avoid jargon whenever possible
- Value the perspectives of others
- Allow others an opportunity to be heard
- Keep discussion and comments relevant to the issues being discussed
- Maintain a positive attitude
- Respect confidentiality at all times
- Acknowledge that there will be tensions, differing opinions and perceptions

Patient and Family Influenced Change

- Parents Present at the Induction of Anesthesia Program (PPIA)
- “Support Person” badges in the ICUs
- Starlight Café
- Comfort Positioning
- My Health
- Communicating with Patients and Families
- Patient Perceptions re: Quality
- Facilities and Environment (e.g. remodel pediatric waiting rooms, benches and phones in skywalks, parking ramp, etc.)
- Signage and Wheelchair placement
- Development of Care Plans
- Reading material in waiting rooms
- Online Scheduling
- Website Design
- Importance of choosing a primary care physician
- Education materials
- How to help patients be more active in their care

