

# Patient- and Family-Centered Care



# Organizational Engagement

# Patient- and Family-Centered Care

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An approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.



Every Patient, Every Encounter, Every Day

We are visitors in the lives of our patients!



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# EVERYONE is Responsible

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- Be Accountable
- Build relationships
- Focus on the principles of Patient- and Family-Centered Care:
  - Dignity and Respect
  - Information Sharing
  - Participation
  - Collaboration



# Achieving Organizational Engagement

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- Provide Knowledge and Motivation
- Set Expectations
- Assist in Action Plan Development



# Achieving Organizational Engagement

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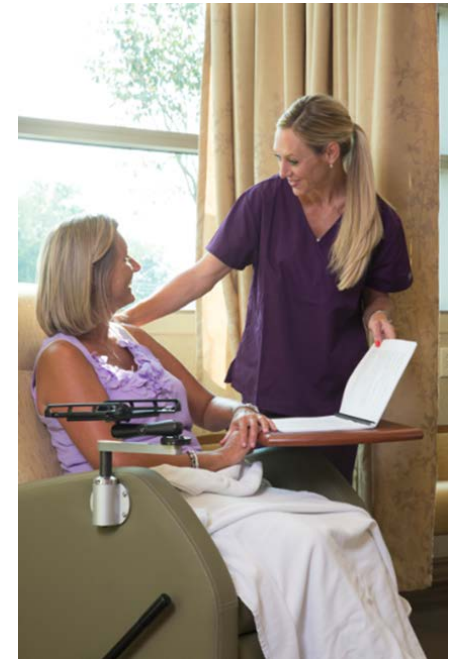
- Development of 60+ Action Plans
  - Organizational Action Plan Update Grid to track plans, measures of success, and outcomes

Patient and Family Centered Care Action Plan Update					
Division/ Department	Goal Improve the patient experience by:	Measure of Success	Status Update	Target/ Completion Date	Responsible Person(s)

# Action Plan Strategies

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- PFCC Process Action Team with Patient and Family Advocates
  - Replace visitation with family presence
  - Establish Patient and Family Advisory Council
  - Improve Physician Communication



# Action Plan Strategies

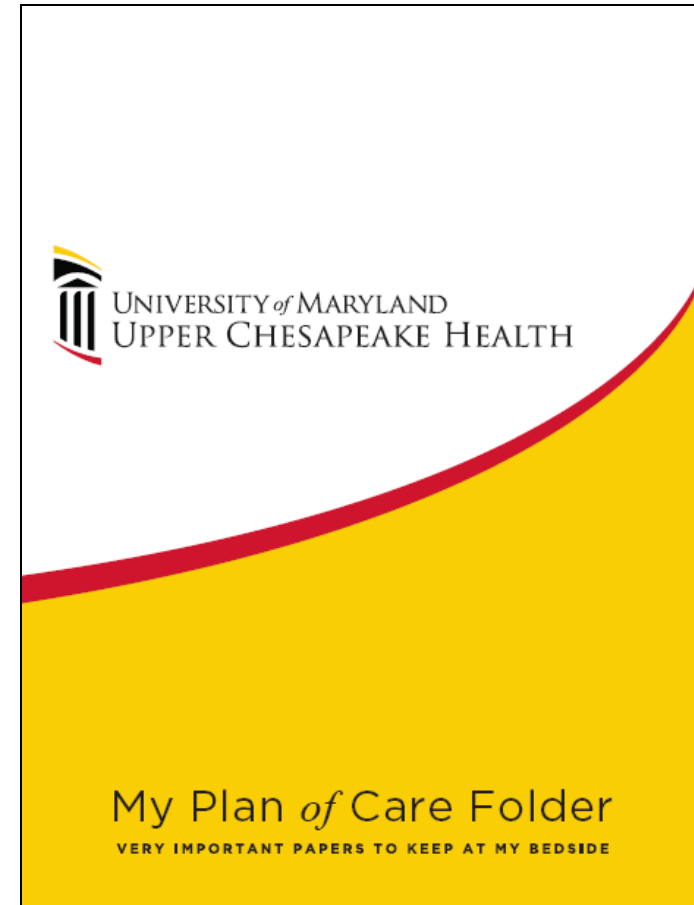
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- Hardwire PFCC Process:
  - Bedside Shift Report
  - Purposeful Rounding
  - Focused Nursing Leadership Rounding
- Improve Surgical Scheduling
- Keep Patients and Families Informed

# Action Plan Strategies

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- Improve Discharge Planning and Patient Education





# Action Plan Strategies

- Redesign Communication Boards

**WELCOME TO THE EMERGENCY DEPARTMENT**  
**"OUR GOAL IS TO KEEP YOU INFORMED"**

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 HARBOR MEMORIAL HOSPITAL  
MEMBER OF UPPER CHESAPEAKE HEALTH

**My Care Team**

Physician: \_\_\_\_\_ Room #: \_\_\_\_\_

Physician Assistant: \_\_\_\_\_ Nurse Managers: \_\_\_\_\_

Nurse: \_\_\_\_\_ Director: \_\_\_\_\_

Patient Care Tech: \_\_\_\_\_

**My Plan of Care**

Cat Scan: \_\_\_\_\_ Ultra Sound: \_\_\_\_\_

Labs: \_\_\_\_\_ Consult: \_\_\_\_\_

Urinalysis: \_\_\_\_\_ Other Treatments: \_\_\_\_\_

XRay: \_\_\_\_\_ Diet: \_\_\_\_\_

**Family Questions/Comments**

Goal

Last Pain Score

AM  
PM

HURTS WORST 10

HURTS WHOLE LOT 8

HURTS EVEN MORE 6

HURTS LITTLE MORE 4

HURTS LITTLE BIT 2

NO HURT 0

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Room #: \_\_\_\_\_ Room Phone #: \_\_\_\_\_

Date: \_\_\_\_\_ Unit \_\_\_\_\_ Nurse Station #: \_\_\_\_\_

Sun Mon Tue Wed Thu Fri Sat

**Patient Family Activated Rapid Response #: x3339**

**My Care Team**

Nurse: \_\_\_\_\_ #:

Patient Care Tech: \_\_\_\_\_ #:

Physician in Charge of Your Care: \_\_\_\_\_

Charge Nurse: \_\_\_\_\_ #:

Nurse Manager: \_\_\_\_\_ #:

**My Plan of Care**

Diet: \_\_\_\_\_

Activity: \_\_\_\_\_

Vital Signs - Time Taken:

Heart Rate: \_\_\_\_\_ Blood Pressure: \_\_\_\_\_ Pulse Oximetry: \_\_\_\_\_

Respiratory Rate: \_\_\_\_\_ Temperature: \_\_\_\_\_

Goal for Today:

Possible Discharge Date: / /

**PLEASE CALL DON'T FALL**

Fall Risk Level: Low Moderate High

Bed Alarm On  Bed Alarm Off

**Pain Management is OUR Goal!**

0 1 2 3 4 5 6 7 8 9 10

No Pain Mild Pain Moderate Pain Severe Pain Very Severe Pain Worst Possible

Goal Last Dose

AM  
PM

Questions/Information for my Care Team:

Family Contact:

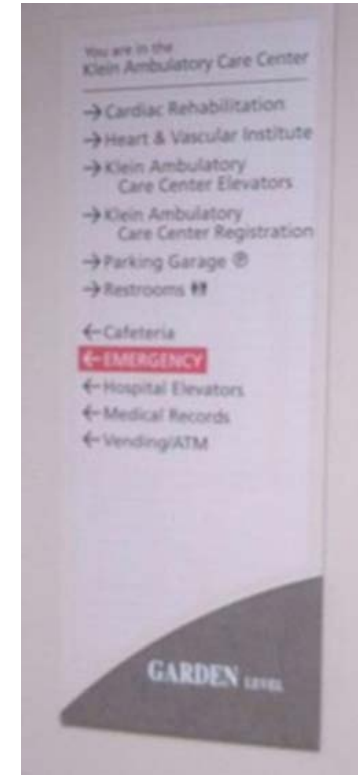
Phone #: \_\_\_\_\_

Primary Care Physician: \_\_\_\_\_

# Action Plan Strategies

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- Enhance Wayfinding: Signage
- Human Resources:
  - Assure Right Fit Selection
  - Add PFCC to Performance Evaluations
  - Add PFCC to Job Descriptions
- Implement Room Service



# Action Plan Strategies

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- Enhance parking convenience and accessibility
- Outpatient Services:
  - Reduce wait time and delay time for exams
  - Improve patient and family education resources and materials

# Outcomes

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- Communication Boards:  
Positive feedback
- Patient and Family Advisory  
Involvement
- UM UCH Patient Experience:
  - Communication with Nurses: Achieved 95<sup>th</sup> percentile
  - Communication re MEDS: Achieved 95<sup>th</sup> percentile
  - Composite Score: Achieved 90<sup>th</sup> percentile



# Key Objective: Commitment

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