



# Patient and Family Engagement Metrics 3, 4, 5

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Patient and Family Advisor Program


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# The MetroHealth System



Serving Cuyahoga County in  
Cleveland since 1837

- *An essential hospital*
- *Integrated health system with an acute care hospital housing Cuyahoga County's only verified Level I Adult Trauma Center and Burn Center*
- *Academic health system*
- *More than 25 locations throughout the community*



## **Metric 3: Designation of an accountable leader in the hospital who is responsible for patient and family engagement**

### **Office of Patient Experience**

- Implemented in 2013 by Akram Boutros, MD, FACHE,
- President and Chief Executive Officer
- Led by Sara Laskey, MD, VP, Chief Experience Officer

### **Patient and Family Advisor Program**

- PFA Program Coordinator position created
- PFA Program Coordinator, Jennifer Lastic hired July 2014
- PFA Program Coordinator reports to Chief Experience Officer
- PFA Program launched, October 2014

### **Leadership strongly supportive**

- Embedding PFAs into the culture and integrating throughout the system

## Metric 4: Hospital has an active Patient and Family Engagement Committee OR at least one patient who serves on a patient safety or quality improvement committee or team

How did we implement Patient and Family Advisors into The MetroHealth System?

We formed a Patient and Family Advisory Task Force.

- ❖ Multidisciplinary task force formed to assist in the implementation of the PFA program
- ❖ Task force included representation from Physicians, Nursing, Quality, Inclusion & Diversity, Social Work, Volunteer Services
- ❖ Task force included two patients who became our initial PFAs





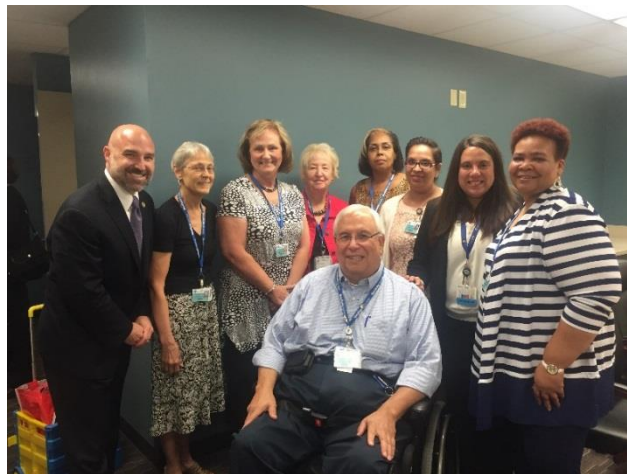
## **Metric 4, cont'd: Hospital has an active Patient and Family Engagement Committee OR at least one patient who serves on a patient safety or quality improvement committee or team**

- Education: Started an educational “road show” to educate The MetroHealth System about Patient and Family Advisors
- Marketing: Created application, marketing materials, brochures
- Recruitment:
  - ❖ Information sessions
  - ❖ Provider referrals
- Interview: Interview with PFA Program Coordinator
- Onboarding: Onboarded as a Volunteer

## Metric 4, cont'd : Hospital has an active Patient and Family Engagement Committee OR at least one patient who serves on a patient safety or quality improvement committee or team

### Patient and Family Advisor onboarding

- ❖ Welcome/Congratulatory letter
- ❖ PFA role description
- ❖ Tips to become an effective PFA





**Metric 4, (cont'd): Hospital has an active Patient and Family Engagement Committee OR at least one patient who serves on a patient safety or quality improvement committee or team**

## **Patient and Family Advisor Placement**

- ❖ PFA Program Coordinator orients PFA to new committee and/or project and attends first meeting with PFA
- ❖ Provide introductions
- ❖ Encourage staff to avoid jargon and ask for patient input during discussions and decision-making



# Patient and Family Advisor Program

## Our Mission

To partner with patients and family members to transform The MetroHealth System by ensuring the patient's voice is heard.





# Patient and Family Advisor Program “snap shot”

- Includes more than 50 patients and family members
- PFAs are comprehensively integrated throughout The MetroHealth System
- A few of the committees, projects and speaking engagements that PFAs are actively involved with include:
  - Campus transformation – Experiential planning, design planning
  - Access Committee
  - Ethics Committee
  - Cultural Competency
  - Transgender Youth Initiative
  - Patient-Centered Medical Home Quality Committee
  - TeamSTEPPS Action Councils
  - Arts in Medicine Advisory Council
  - New Employee Orientation
- ❖ Collectively, PFAs logged
  - > 400 volunteer hours in 2016,
  - > 200 volunteer hours in 2017, thus far



# Patient and Family Advisory Council (PFAC)

- Formed in May 2015
- Composed of 75% PFAs and 25 % MetroHealth staff (term May 2015-May 2018)
- Led by Co-Chairs; Dr. Julie Sterbank, Clinical Chair and Raman Krimpuri, PFA
- Meets monthly to advise The MetroHealth System on initiatives and projects
- Major Initiatives for 2016-2017: Improved discharge communication





## Metric 5: One or more patient representatives serving on the hospital Board of Directors

Patient and Family Advisors serve on the following Board of Trustees:

- ❖ Quality Board of Trustees: 1 PFA
- ❖ Patient Experience Board of Trustees: 3 PFAs
- ❖ Inclusion and Diversity Board of Trustees: 1 PFA



## Metric 5, cont'd: One or more patient representatives serving on the hospital Board of Directors

Example of PFA Input on Quality Board of Trustees

### Development of **Condition Help Hotline**:

Phone number posted in patient rooms for patient or families to call the rapid response team if they feel their needs are not being heard, if they do not understand or agree with the plan of care or if they notice a change in the patient's condition.

# Patient and Family Advisor Perspective:

*Susan Kiedio is one of The MetroHealth System's first Patient and Family Advisors. She was a member of the Patient and Family Advisor Task Force. Susan currently serves on the Quality Board of Trustees, Patient and Family Advisory Council and Arts in Medicine Advisory Council. Susan shares her story of the importance of communication at new employee orientation.*





# Words from our PFAs

- ❖ *Each PFA I meet has a story and experience to share that confirms my commitment to MetroHealth.”*

## **Sally Burant, PFA**

- ❖ *Becoming a Patient and Family Advisor empowered me to try to make a difference at MetroHealth. My committee encourages my participation and values my input. “*

## **Terri Mosley, PFA**

- ❖ *As a Patient and Family Advisor, I know my voice is heard and MetroHealth listens.”*

## **Michael Curry, PFA**





# Contact Information

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To learn more about The MetroHealth System

Patient and Family Advisors, visit:

[www.metrohealth.org/patient-and-family-advisor-program](http://www.metrohealth.org/patient-and-family-advisor-program)