University Hospitals
Patient and Family Advisory Council

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University Hospitals (UH) see value in Patient and Family Engagement (PFE), however UH is not yet structured to realize the full potential of partnering with patients and families and integrate their input into patient experience projects and operation.
Hypothesis

A new integrated system of engagement will enable UH Patient and Family Advisory Councils to become the center of PFE suggestions to UH projects.
Idea

UH Patient and Family engagement protocol

University Hospitals

System of Engagement
Governance
Implementation

UH Patient and Family Engagement
Patient and Family System of Engagement

Diversity of Feedback

- Multiple sources with one centralized repository.
  - POC Surveying.
  - My UHCare.
UH Project Development System

Employees connect with PFACs

- UH projects protocol to gather patient feedback.
  - Employee Portal.
  - Word of mouth.
Governance
System to facilitate decisions

- Transform PFACs into a filter.
- Create a centralized steering committee.
  - PFE Index: a metric to drive engagement.
Implementation
Catalyst for transformation

PFAC Senior leaders as project champions

Seidman Champion
Rainbow Champion
MedSurg Champion

Measure of impact

PFE Index
1. No. of times UH teams request to engage with PFACS.
2. No. of projects developed with PFACS.
3. Improved patient experience.

• Diagnose issues at a systemic level, resolve problems at an individual customer level.
• Make informed, patient-driven decisions that improve the organization operations.
Implementation

- Identify patterns and be notified of issues in real-time.
- Dig into comments to understand drivers of satisfaction, recommendation, and loyalty.

<table>
<thead>
<tr>
<th>Category</th>
<th>Frequency/Quantity</th>
<th>Cumulative %</th>
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<tbody>
<tr>
<td>Room</td>
<td>75</td>
<td>25%</td>
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<tr>
<td>Visitors &amp; Family</td>
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<td>40%</td>
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<tr>
<td>Discharge</td>
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<td>52%</td>
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<tr>
<td>Overall Assessment</td>
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<td>61%</td>
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<tr>
<td>Tests &amp; Treatment</td>
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<td>69%</td>
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<td>Physician</td>
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<tr>
<td>Personal Issues</td>
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Significance

TO UH

Building **collaborative** relationships with patients for partnerships that contribute to human-centered innovation and enhance patient experience.

TO PATIENT

Amplifying patients’ voice through development of ongoing relationships of trust that empowers patients to contribute to their care.
Thank you