

University Hospitals Patient and Family Advisory Council

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Problem Statement

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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.

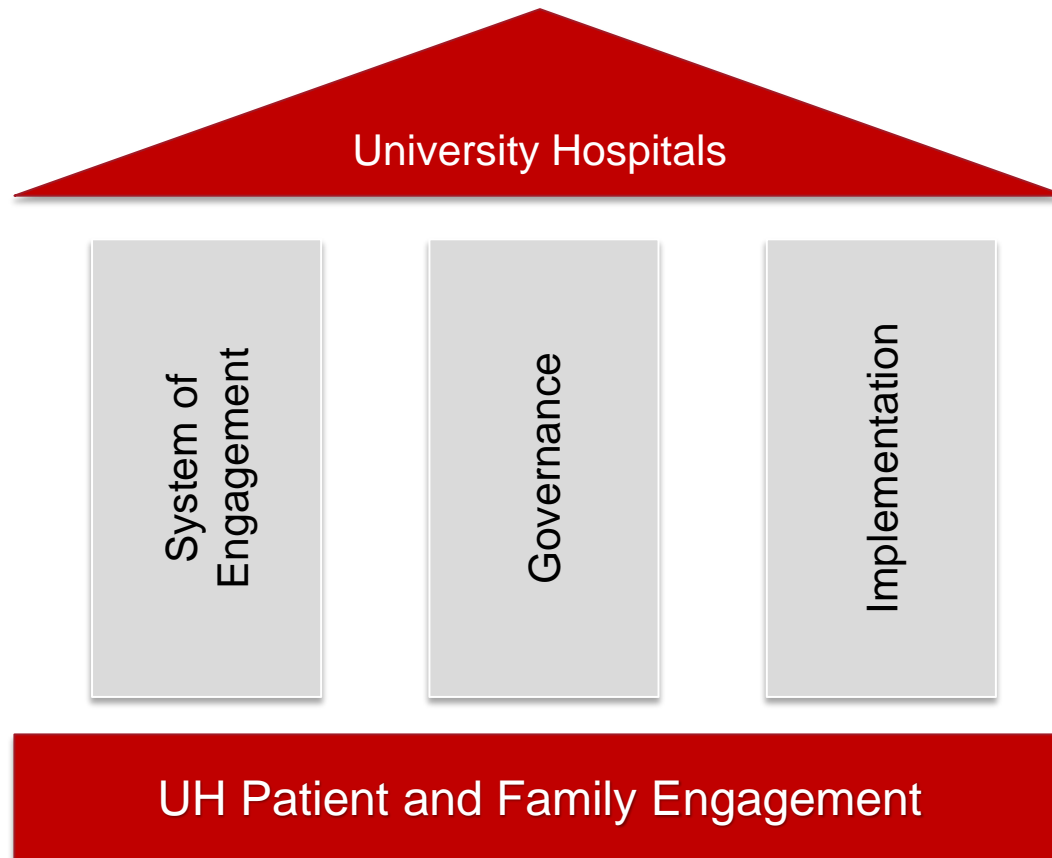
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Hypothesis

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

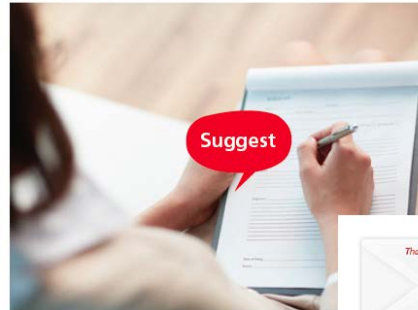


Patient and Family System of Engagement

Diversity of Feedback



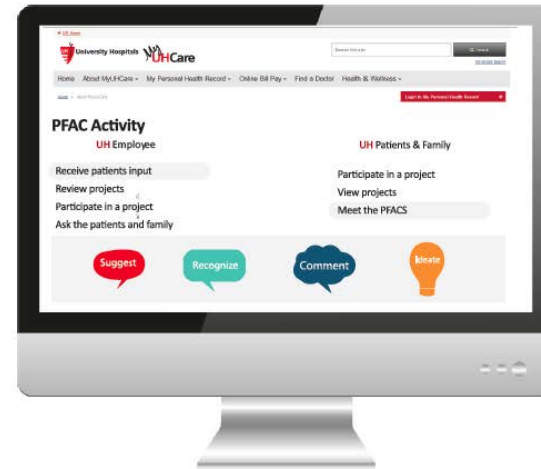
My UHCare



- 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



Injecting Patient and Family engagement input into UH projects

- 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



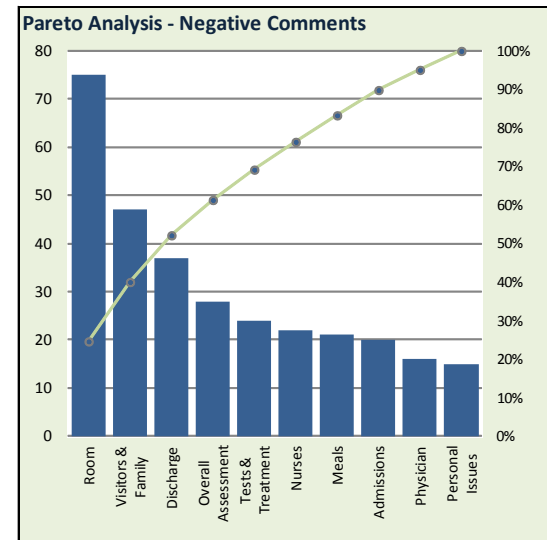
PFE Index

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

total: 305		
Category	Frequency/ Quantity	Cumulative %
Room	75	25%
Visitors & Family	47	40%
Discharge	37	52%
Overall Assessment	28	61%
Tests & Treatment	24	69%
Nurses	22	76%
Meals	21	83%
Admissions	20	90%
Physician	16	95%
Personal Issues	15	100%



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

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