



**PATIENT- AND
FAMILY-
CENTERED CARE**

ANNUAL REPORT

OCT. 2016 - OCT. 2017



Changing What's Possible

PREPARED BY
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&
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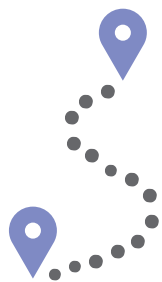
PATIENT- AND FAMILY-CENTERED CARE

DEPARTMENT:
CAROLINE DELONGCHAMPS



Patient- and Family-Centered Care (PFCC) means patients, their families, doctors, nurses and other healthcare professionals form a partnership that benefits everyone.

REPORTS TO:
DR. DANIELLE SCHEURER
QUALITY AND SAFETY



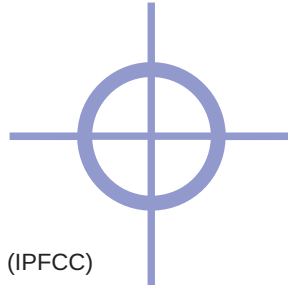
The ultimate goal of patient- and family-centered care is to create partnerships among health care practitioners, patients and families that will lead to the best outcomes and enhance the quality and safety of health care

IMAGINE 2020

OUR GOAL

FOR PFCC

OUR FOCUS



THE CORE CONCEPTS OF PFCC

by the Institute for Patient-and Family-Centered Care (IPFCC)

INFORMATION SHARING

Health care providers 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.

RESPECT AND DIGNITY

Health care providers 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.

PARTICIPATION

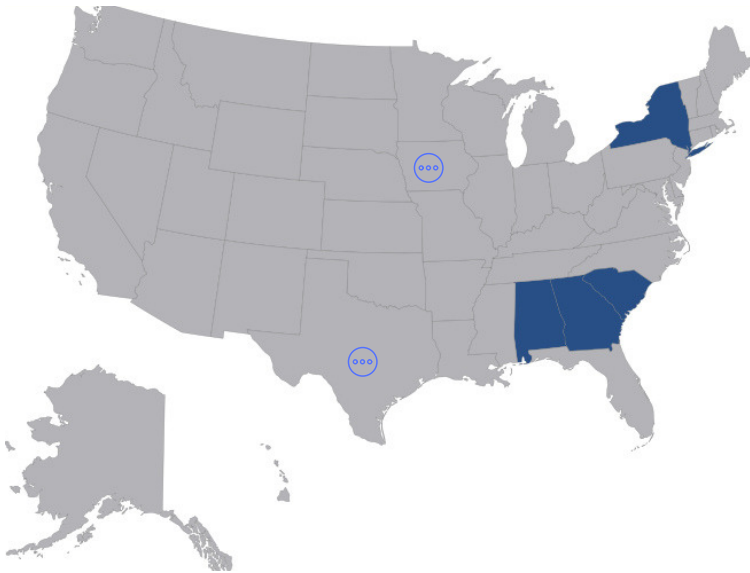
Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

COLLABORATION

Patients and families are also included on an institution-wide basis. Health care providers collaborate with patients and families 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.

CAROLINE DELONGCHAMPS'

SPEAKING ENGAGEMENTS

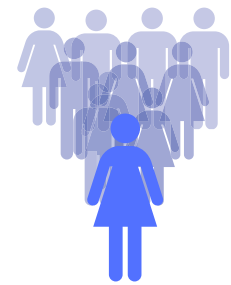


- **Alabama**
 - Alabama Quality Forum in Birmingham
- **Georgia**
 - GA and SC Nurse Leadership Institute on Jekyll Island
 - Georgia Hospital Association HIIN Meeting
- **New York**
 - 7th International Conference for PFCC
- **South Carolina**
 - Beaufort Extreme Nursing Conference
 - Student Inter-professional Society (SIPS) at MUSC
 - SC Office of Rural Health Conference in Greenville
 - SC Birth Outcomes Initiative Symposium in Columbia

** Pending speaking engagements in Texas and Iowa

By the year 2020, Caroline will speak in 6 different states about PFCC and MUSC's continued efforts in driving culture change.

LEADING THE STATE IN PATIENT- AND FAMILY-CENTERED CARE



MUSC's leader of Patient- and Family- Centered Care, Caroline DeLongchamps, has been working with the South Carolina Hospital Association to assist health care organizations across the state with the development of Patient and Family Advisory Councils (PFAC's).

Caroline has been a part of the South Carolina Safe Care Collaborative and is a member of the SCHA Quality Advisory Council. She was asked to help lead this work because of her speaking engagements with the SCHA as well as the success MUSC has had partnering with patients and families.

Caroline worked with the SCHA and a colleague from a hospital in the upstate to create a PFAC Handbook. This is being used as a resource for health care leaders. Caroline also co-led a workshop teaching leaders across the state how and why to create PFAC's in their organizations. The workshop was followed up by a 4 part webinar series that illustrated details for starting and sustaining successful PFAC's.

"It's the idea of working *with* patients and families, not just doing to them or for them."

The Institute of Patient- and Family- Centered Care

"People will forget what you said, people will forget what you did but people will never forget how you made them feel."

Maya Angelou

PFCC EDUCATION AT MUSC

PRESENTED BY CAROLINE DELONGCHAMPS



**NEW LEADER
ORIENTATION
(LAUNCH)**



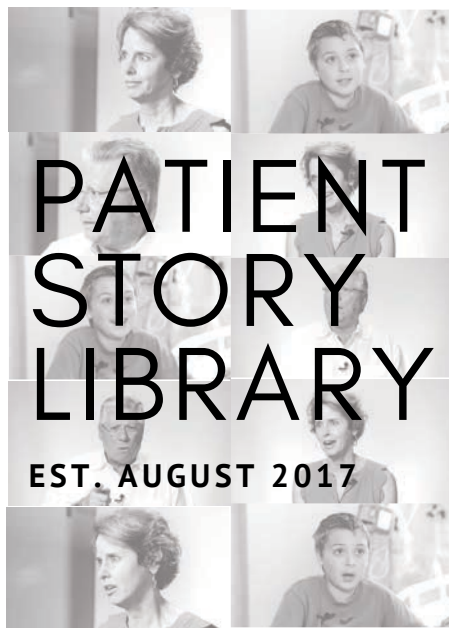
**NURSE
RESIDENCY**



**VOLUNTEER
ORIENTATION**



**NEW
EMPLOYEE
ORIENTATION**



A PATIENT- AND FAMILY- CENTERED CARE INITIATIVE

We gave patients and family members the opportunity to educate us, as their care team, by sharing their stories.

Before filming, patients and families attended an informative workshop where they learned how to write their stories and the results were phenomenal.

All of the completed videos are on MyQuest to be viewed by students, faculty and staff at MUSC. We will continue to expand this library to include a diverse range of experiences in the months to come.



So far 134 minutes of raw video has been edited into approximately 46 minutes of patient stories.



To date, there are 5 Patient Story Library videos uploaded onto MyQuest.



Countless emails between volunteers, Caroline and editing staff.

"I understand my disease, I know whats going on. There is no reason to talk over me or to try and sugar coat it. I need to know how bad it is."

Joey Benton - Patient (14 yrs old)

"They treated me as if I was born here, as if I was part of the family."

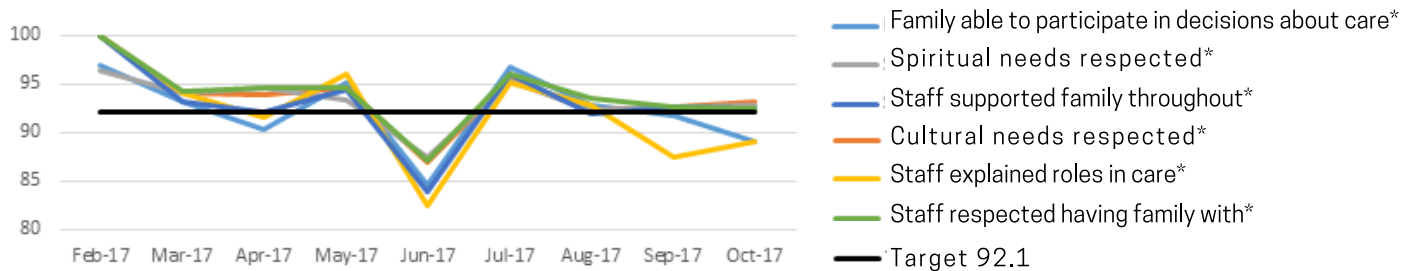
Ed Galasso - Bariatric surgery patient

PFCC PRESS GANEY SURVEY RESULTS



This year, we made it a priority to include important questions that measure Patient- and Family- Centered Care. Only 7 hospitals have taken the initiative to include questions like these, thus, we took the opportunity to create our own benchmark to measure our future performance of quality of care. In the years to come, we plan to establish our own databank which will be used to make informative decisions and actions to continuously drive the culture change at MUSC

PEDIATRIC

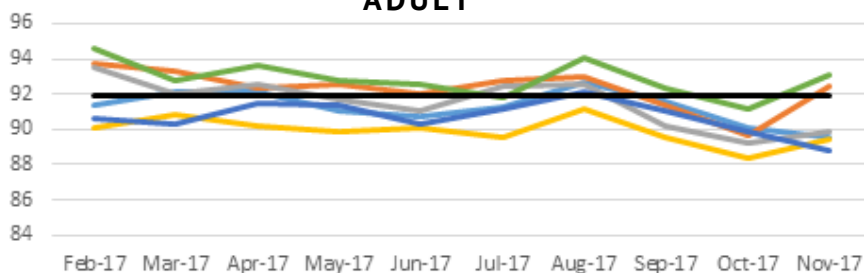


Pediatrics is currently where PFCC has its strongest influence on the care provided.

Scores can be enhanced by:

- Creating opportunities to speak about PFCC with physicians, at ADM and
- Senior Leaders reinforcing the core concepts of PFCC to remind care team members that this is our standard of care.

ADULT



"If you seek out those partnerships, your quality and safety metrics will improve, the patient's outcomes will improve and everyone will be more prepared for discharge "

Kelly Loyd - Family Faculty Member

PFCC is starting to infiltrate the adult hospital. Overall, we had a steady increase except the area that asks if families were able to participate in decision making (light blue line).

This is the heart of being a Patient- and Family- Centered Care organization and means that we acknowledge that families play a vital role in the health and well being of their loved one.

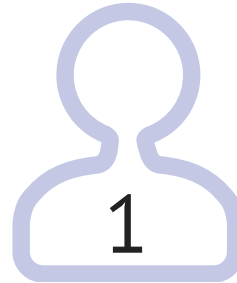
Moving forward we will continue driving the culture change and encouraging partnerships with patients and families by emphasizing the importance of faculty and care team member education.

WE DEPEND ON THE INPUT AND SUPPORT OF THOSE SITTING ON THE COMMITTEE AS WELL AS SENIOR LEADERSHIP

TO DATE WE HAVE HAD:



21 hours of Senior Leadership dedicated to PFCC Steering and New Leader Orientation



1 MUSC Volunteer with PFCC to assist the manager for 3 months.

PATIENT AND FAMILY ADVISORY COUNCILS (PFAC'S)

.....
OUR PFAC'S AND THEIR EXECUTIVE CHAMPIONS:
.....

- **Adult Ambulatory** - Alice Edwards
- **Children's Ambulatory**
- **Adult Hospital** - Patti Hart
- **Children's Hospital** - Robin Mutz, Amy Hauser
- **Institute of Psychiatry (IOP)**
- **Youth Council**

STEERING COMMITTEE MEMBERS

- Angela Egner
- Betsy McMillan
- Bryan Counts
- Catherine Flanagan
- Cheryl Hamill
- Caroline DeLongchamps
- Danielle Scheurer
- Greta Fowinkle
- Karen St. Marie
- Kathleen White
- Kelly Loyd
- Lisa Kerr
- Megan Taft
- Patrick MacConnell
- Sarah Gayle McConnell
- Stephanie Taylor
- Jerry Mansfield
- Susan Johnson
- Marion Rzepkowski



LEADERS FROM EACH OF OUR PFAC'S SUPPORT OUR PFCC STEERING COMMITTEE IN ORDER TO SHARE BEST PRACTICES AND FOSTER A CULTURE OF PATIENT AND FAMILY CENTERED CARE THROUGHOUT THE MUSC HEALTH SYSTEM.



WE HAVE 61 VOLUNTEER ADVISORS SITTING ON OUR PFAC'S

NEW MEMBERS
CH AMBULATORY




CH HOSPITAL



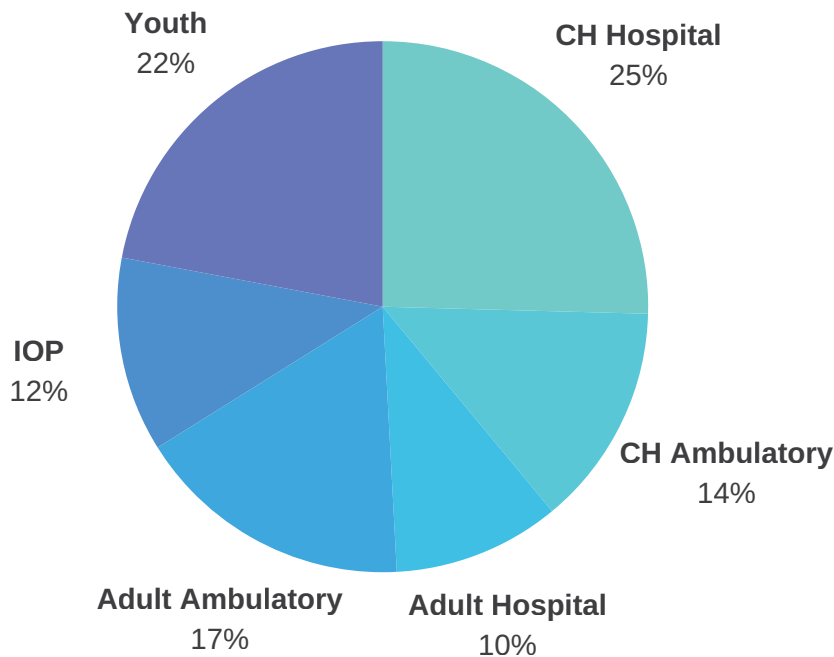
ADULT HOSPITAL



INSTITUTE OF PSYCHIATRY



ADULT AMBULATORY

PFAC MEDIA COVERAGE



TELEVISION BROADCASTS

- Interview of Kelly Loyd for Topping Off Ceremony - Channel 4 and Channel 5
- Television Interview of Emily Williams - Channel 4 News
- Featured in Country Music TV Special "Home Town Heroes". Unveiling of the new Child Life Teen Room



PUBLICATIONS

- Kelly Loyd received Lewis Blackman Award noted in Clinic Connections
- PFAC contribution to *Building Design and Construction*, a national magazine
- Post and Courier Medicaid and Insurance article with 2 members mentioned
- Online article of painting of picnic tables at CHWP site



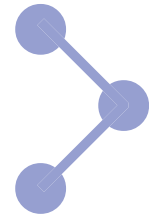
RADIO

- 105.5 FM Story on diabetes clinic supplies and JDRF donation

"What we remember as being so significant is her care team... and how inclusive they were... throughout Nora's journey."

Emily Williams - Mother

WHERE HAVE OUR VOLUNTEER ADVISORS BEEN INVOLVED AT MUSC?



INVOLVEMENT WITH COMMITTEES/TEAMS

Innovation Institute Wayfinding Project
MyChart Committee
Patient Experience Performance Executive Committee
PFCC Steering Subgroups: Signage and Interdisciplinary Rounds
NICU Parent Satisfaction committee
Safety Rounds
CHWP/PTWP Signage and Donor Registration design and approval committee
CHWP IT and Technology workshops x3
CAC Design Validation meetings
Innovative Hospitality Solutions food services evaluation and recommendation meetings
After Visit Summary (AVS) Workgroup
Planning and Brainstorming meeting for medical greenway
Monthly Staff Meeting: Clinic
CAC Planning Meeting
IOP Involuntary Medication Protocol nursing script
IOP Holiday Fundraiser
IOP Grateful Patient Program
CAC groundbreaking planning committee
Pediatric Safety Collaborative
CHWP Furniture dealer interviews
CHWP Topping Off Planning Committee

- CHWP Art Selection Committee
- CAC Executive Steering Committee
- Risk Management RCA Meetings
- Transitions working group with Case Management
- IFPCC Webinars
- Monthly PFAC Meetings
- Infection Prevention
- Food and Services Task Force
- Medication Reconciliation
- First Impressions Committee

INVOLVEMENT IN MUSC FACULTY EDUCATION

- Connect to Purpose with construction managers and supervisors for CHWP
- Connect to Purpose on job site with construction workers for CHWP
- Filming of Patient Story Library of 5 members.
- Member was a back up presenter for True North orientation presentation
- Member spoke at LDI
- Healthcare Theatre
- Apple Tree sessions
- Pediatric Grand Rounds
- Peri-Op staff meeting on PPI Connect a purpose
- Swartz Rounds



Approximately 682 hours volunteered by council members to attend meetings



Working with approximately 24 MUSC clinicians and administrators to meet the Imagine 2020 goals.



PFAC Members are now volunteering their time to sit in on RCA's and Safety Rounds.

YOUTH ADVISORY COUNCIL AWARDED VOLUNTEER ADVISORY GRANT TO CREATE AN OPTIMAL PATIENT FRIENDLY EXPERIENCE IN THE RUTLEDGE TOWER PEDIATRIC BLOOD DRAW LAB.

CHRISTY ALLEN IS THE RECIPIENT OF PATIENT VOICES SCHOLARSHIP TO THE 2017 DIABETESMINE INNOVATION SUMMIT AT STANFORD UNIVERSITY.

INSTITUTE OF PSYCHIATRY PFAC AWARDED THE YES FAMILY FUND GRANT FOR THE RIDES AND RESOURCES FOR RECOVERY.

CHILDREN'S HOSPITAL PFAC AWARDED THE YES FAMILY FUND GRANT FOR FAMILY MEAL TICKETS

KELLY LOYD WAS THE WINNER OF THE 2017 LEWIS BLACKMAN AWARD

AWARDS

2016/2017