HRET HIIN
PFE SNAP
Patient and Family Engagement
Safety Network To Accelerate Performance

Webinar #4
April 5, 2018
1:00 PM CT/2:00 PM ET
<table>
<thead>
<tr>
<th>Time</th>
<th>Objectives</th>
<th>Speakers</th>
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<tbody>
<tr>
<td>1:00-1:05 pm</td>
<td>Welcome and Introductions</td>
<td>Mallory Bender, MA, LCSW</td>
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<td>Program Manager, HRET</td>
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<td>1:05-1:35 pm</td>
<td>Review Program Benefits and Highlights</td>
<td>SME TEAM:</td>
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<td>Reflect on Participant Priorities and Action Plans</td>
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<td>- Strategies to improve and sustain PFE Metrics 1, 4, and 5</td>
<td>Sue Collier, MSN, RN, FABC</td>
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<td>- Strategies to integrate PFE and readmissions and fall reduction</td>
<td>Interim VP, Clinical Quality, HRET</td>
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<td>- Impact of action plans to improve performance</td>
<td>Martha Hayward</td>
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<td>Share Successes and Challenges</td>
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<td>- Highlight wins and solutions to common barriers</td>
<td>Tanya Lord, PhD, MPH</td>
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<td>- What can you do by next Tuesday?</td>
<td>PFE Subject Matter Expert</td>
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<td>Tom Workman, PhD, AIR Principal Researcher</td>
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<td>1:35-1:55 pm</td>
<td>Open Forum</td>
<td>All!</td>
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<td>- Participants will be encouraged to use the chat box or call in to share</td>
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<td>thoughts, plans, questions and concerns – we want to hear from you!</td>
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<td>1:55-2:00 pm</td>
<td>Wrap up and Next Steps</td>
<td>Sue Collier, MSN, RN, FABC</td>
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<td>Interim VP, Clinical Quality</td>
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HRET HIIN PFE FACULTY

Sue Collier, MSN, RN, FABC
Interim Vice President, Clinical Quality
HRET
PFE SNAP Coach

Martha Hayward
Patient and Family Engagement
Subject Matter Expert
PFE SNAP Coach

Tom Workman, PhD
Principal Researcher, AIR
PFE SNAP Coach

Mallory Bender, MA, LCSW
Program Manager
HRET

Tanya Lord, PhD, MPH
Patient and Family Engagement
Subject Matter Expert
PFE SNAP Coach

American Hospital Association
PFE SNAP: Purpose & Benefits

• Purpose: To provide targeted hospitals the opportunity to participate in a rapid cycle improvement team focusing on PFE, falls and readmissions

• Benefits of Participation:
  – Opportunity to work with peers to improve performance on PFE metrics
  – Access to PFE experts who will provide tailored, focused guidance
  – Additional coaching calls from PFE experts
  – No additional cost to participate in collaborative work group to enhance performance in falls, readmissions, and patient engagement
The Five PfP PFE Metrics

Point of Care
- Planning checklist for scheduled admissions (Metric 1)
- Shift change huddles / bedside reporting with patients and families (Metric 2)

Policy & Protocol
- PFE leader or function area exists in the hospital (Metric 3)
- PFEC or Representative on hospital committee (Metric 4)

Governance
- Patient and family on hospital governing and/or leadership board (Metric 5)
The PFE SNAP had six states (AR, KY, OK, PR, TN and GA) and a total of 35 hospitals enrolled in the program.

Key takeaways from coaching calls:

- Culture (of the patient, family and organization) is key.
- Engaging former patients in bedside rounds, PFACs, boards, or leadership roles adds great value.
- Who you recruit and how you orient for your PFAC is crucial.
- Participating hospitals were already doing a lot of PFE work, including using pre-admissions folders, meeting with surgeons before surgery, and providing structured patient education.
- Small tests of change are valuable.
- This is not just about patient satisfaction; it is about patient empowerment.
Share your thoughts

Use the chat box to talk with your peers and the HRET subject matter experts:

• *Which metric did you select as your focus?*
• *Which strategies did you use to improve performance?*
• *What barriers are you experiencing as you engage patients and families?*
PFE 1 – Preadmission Checklist

- **Who** – Planned Pre-operative patients
- **What** – Pre-Op Mobility and Fall Education

PFE 4/5 – Patient on Safety Team / Board

– Consider a patient to participate:
  - Board of Directors
  - Patient Safety Committee
  - Falls Committee
Leverage PFE

Reduce Readmissions

- Use data and RCA to drive cont. improvement
- Improve standard hosp.-based transitional care processes
- Deliver enhanced services based on need
- Collaborate with providers and agencies across the continuum

HRET HIIN Readmissions Change Package Driver Diagram

CP
Readmissions and PFE

PFE 1 – Preadmission Checklist

• Talk with (and listen to!) patients and providers and validate understanding
• Utilize teach-back and understand where the gaps are in your current readmissions processes and strategy

PFE 4/5 – Patient on Safety Team / Board

• Consider having a patient who has had frequent readmissions on a PFAC or governing board to provide a unique perspective
Open Forum

- What has been your biggest takeaway?
- What do you still need assistance with?
- What are you going to do by next week?
Next Steps

• Follow up with SHAs to see what they have learned and how they can continue to provide support to you

• Lessons learned webinar in near future – early May

• Post self-assessment and evaluation is coming your way

• We’re here for you! Contact your SHA or HRET if you need future assistance in any way!
RESOURCES

• PfP Strategic Vision Roadmap for PFE* (PFEC)

*Available at the PfP Resource Center: https://www.healthcarecommunities.org/ResourceCenter/PartnershipforPatientsLibrary.aspx
THANK YOU!