PFE Series: “What Matters To You?”
Webinar 3: How We Respect Information

December 17, 2019
10am – 11am CT
Welcome and Introductions
Megan McVane, LCSW
Performance Improvement Coach, AHA
Introduce Yourselves

Please use the CHAT to tell us:

- Name
- Hospital/Allied Association
- City, State
Agenda

- Welcome and Introductions
- Review of “What Matters”: Series to Date
- A Conversation with New Hampshire
- Respecting “What Matters”
- Stories from the Field: Nebraska
- Respecting “What Matters”: Testing the Practice
- Questions and Answers
- Bringing It Home: Commitments and Next Steps
Your HRET HIIN PFE Team

Tara Bristol Rouse, MA, CPXP, BCPA
Patient and Family Engagement
Project Consultant
AHA

Martha Hayward
Patient and Family Engagement Subject Matter Expert
The “What Matters To You?” Series

✓ Receive
✓ Record
✓ Respect
✓ Tell the Story
Review of “What Matters”: Series to Date
Martha Hayward
PFE Subject Matter Expert
Vision for PFE

Hospitals and other health care providers **achieving quality and safety goals** by fully engaging patients and their families, determining what matters most to them in every situation, and **partnering with them** to make improvements to all aspects of care.
Enhancing conversations between patients and clinicians from -- “What’s the matter?” to also including “What matters to you?”

Shared Decision Making — The Pinnacle of Patient-Centered Care

Michael J. Barry, M.D., and Susan Edelman-Levitan, P.A.
Clarifying concepts

*Is ‘What matters to you?’ just a question?*

‘What matters to you?’ day encourages practitioners to ask a question focused on what matters to the person, to listen to the service users’ answer and then take action to offer more personalized care. In this report, the sum of these three actions is referred to as the ‘What matters to you?’ approach.

*Is ‘What matters to you?’ meant to happen during the initiative day or beyond?*

The ‘What matters to you?’ day is primarily concerned with encouraging practitioners to begin using the approach or for those already working in this way, to engage with good practice. This report is mainly concerned with the application of the ‘What matters to you?’ approach as a sustained practice beyond the initiative day.
Think Differently

Act Differently

ACT ON IT
We Asked You…

How do you record?

- Take a picture that represents the informal and/or formal ways you record and/or exchange information about preferences.
- Send it
- WIN A PRIZE!
**SAKAkEWEA Medical Center**

**INPATIENT/OBSERVATION & SWING BED SURVEY**

**Your Feedback Matters!**

- Our mission at Sakakawea Medical Center is to provide our patients with the highest quality health care that we can. To accomplish this, we need to know what we are doing right and what areas need improvement. We depend on our patients and their families to help us improve.
- By sharing your thoughts and feelings about your health care experience, you can help make our care better for future patients and their families.
- Please be a partner in your health care by completing this survey and returning it in the envelope provided.

**PLEASE CIRCLE THE ANSWER THAT BEST DESCRIBES YOUR EXPERIENCE**

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating Options</th>
<th>Response Options</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. During your stay, did a member of our nursing team address your care and comfort needs on an hourly basis?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>2. During your stay, were you encouraged to ask questions so that you had the information you needed about your care?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>3. For the times that a member of our nursing team checked on you, how would you rate your level of satisfaction with the attention to your needs?</td>
<td>Very Good</td>
<td>Good</td>
<td>Average</td>
</tr>
<tr>
<td>4. Did you participate in bedside shift report with your nurses during your stay?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>5. At shift change, how often did nursing staff allow you to participate in bedside shift report?</td>
<td>Always</td>
<td>Sometimes</td>
<td>Never</td>
</tr>
<tr>
<td>6. At shift change, did staff describe the care and medical testing that you would receive that day?</td>
<td>Always</td>
<td>Sometimes</td>
<td>Never</td>
</tr>
<tr>
<td>7. As a patient, if you had an option of when your nurse would come in for bedside shift report, what times would you prefer?</td>
<td>Morning: 6:00 a.m. or 7:00 a.m.</td>
<td>Evening: 7:00 p.m. or 8:00 p.m.</td>
<td>(please circle choice)</td>
</tr>
<tr>
<td>8. The whistles in my room were updated regularly.</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>9. Did the nursing team ask you about your goal for the day and update the whiteboard?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>10. During your stay, did the nurse explain to you how to take your medications, what they were for, and any potential side-effects?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>11. During discharge planning, did hospital staff provide you and/or your family adequate assistance and explain what to expect, appointments needed and/or care needed after discharge?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>12. Rating of nursing staff that worked the day shift.</td>
<td>Very Good</td>
<td>Good</td>
<td>Average</td>
</tr>
<tr>
<td>13. Rating of nursing staff that worked the night shift.</td>
<td>Very Good</td>
<td>Good</td>
<td>Average</td>
</tr>
</tbody>
</table>

In addition, you may receive a phone call from Press Ganey, a firm that is contracted to conduct patient satisfaction surveys. This call will only take a few minutes. Patients are randomly selected and if you are chosen please complete the survey.
Thank You, Marcie Shulz!
A Conversation with New Hampshire
Martha Hayward
PFE Subject Matter Expert
Tanya Lord, PhD, MPH
Director, Patient and Family Engagement
Foundation for Healthy Communities
Respecting “What Matters”
Martha Hayward
PFE Subject Matter Expert
Respecting is About Action

- White boards
- Huddles
- EHR
- Family Interaction
- Water Cooler Conversations
- This Is Me – By Patient
Stories from the Field: Nebraska
Tara Bristol Rouse, MA, CPX PX, BCPA
PFE Project Consultant, AHA
Luke Poore, MHA
Chief Executive Officer
Kearney County Health Services

Kendra Brown, MSN, RN, PCCN
Chief Nursing Officer
Kearney County Health Services
10 Bed Critical Access Hospital

In FY 2019:
197 Acute Days
127 Observation Days
546 Swing Bed Days
834 ER Visits

Orthopedic Surgery
General Surgery
Podiatric Surgery

Attached Rural Health Clinic:

Family Practice:
2 Physicians
5 Nurse Practitioners
1 Physician Assistant

In FY 2019:
9321 Clinic Visits

Functional Health Center
Outpatient Geriatric Psych

Our Mission

To provide exceptional, family-centered care while strengthening the health and well-being of our community.

Our Vision

We strive for quality healthcare in a safe environment, with progressive health and wellness options, in order to be the trusted partner in health and wellness and the employer of choice.
* Enables front-line staff to do what is needed to give patients great care.
* Trusts that those working with patients know best how to fill their needs while they are here.

* C-Suite Engagement
* Admission interview for current and needed resources.
* Huddles
* Bedside Report
* Care personalized for each patient every time.

*How DO we know?*
* Joyce, the Activities Director, meets with each patient to discuss what we can do to personalize their stay and make it the best possible.

* She spends time each day with each patient to ensure that have 1:1 time to share concerns, pray together, or do activities that the patient requests.
Respecting “What Matters”: Testing the Practice
Tara Bristol Rouse, MA, CPXP, BCPA
PFE Project Consultant, AHA
Health care is a sacred mission...a moral enterprise and a scientific enterprise but not fundamentally a commercial one. We are not selling a product. We don’t have a consumer who understands everything and makes rational choices – and I include myself here. Doctors and nurses are stewards of something precious. ... Ultimately the secret of quality is love. ... If you have love, you can then work backward to monitor and improve the system.

- Dr. Avedis Donabedian
You Don’t Have to Move Mountains
Think Big, Start Small
How Will You Test?

Some is not a number. Soon is not a time.

Don Berwick, MD, MPP, FRCP
President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI)
What Gets Measured Gets Improved
Resources

- What Matters To You? – Scotland
  https://www.whatmatterstoyou.scot/

- IHI – What Matters To You?
  http://www.ihi.org/Topics/WhatMatters/Pages/default.aspx
Questions & Answers
Tara Bristol Rouse, MA, CPXP, BCPA
PFE Project Consultant, AHA

Martha Hayward
PFE Subject Matter Expert
Bringing It Home: Commitments and Next Steps
Megan McVane, LCSW
Performance Improvement Coach, AHA
# “What Matters To You?” - The Series

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<th>Sessions</th>
<th>Date</th>
<th>Time</th>
<th>Registration Links</th>
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<tr>
<td>1 - Receive</td>
<td>Tuesday, Nov. 12</td>
<td>1:00PM – 2:00PM CT</td>
<td>Recording</td>
</tr>
<tr>
<td>2 - Record</td>
<td>Tuesday, Dec. 3</td>
<td>12:00PM – 1:00PM CT</td>
<td>Recording</td>
</tr>
<tr>
<td>3 - Respect</td>
<td>TODAY!</td>
<td>11:00AM – 12:00PM CT</td>
<td>TODAY!</td>
</tr>
<tr>
<td>4 - Telling The Story</td>
<td>Tuesday, Jan. 7</td>
<td>12:00PM – 1:00PM CT</td>
<td>Register here</td>
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</tbody>
</table>

*All sessions will be recorded*
THANK YOU!