The Journey to Patient-and Family-Centered Care

Caroline DeLongchamps, Manager of Patient-and Family-Centered Care

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The Human Connection

https://www.youtube.com/watch?v=cDDWvj_q-o8

Your Stories (5 minutes)

- Find a partner
- One of you reflect on a challenging time when you, a loved one or a friend received care. (3 minutes)
- While one of you is sharing your story, the other person will listen.
  - The listener will provide feedback about what you heard and how it made you feel (2 minutes).

Privileged Presence

Patient-and Family-Centered Care

(PFCC)

is working ***with*** patients and families,

rather than doing ***to*** or ***for*** them.

Family

PFCC Core Concepts

Respect and Dignity

Participation

Information Sharing

Collaboration

Back to *Your* Stories (5 minutes)

- **Respect and Dignity**
- **Participation**
- **Information-Sharing**
- **Collaboration**

Were the core concepts of PFCC present in the story you just heard?

How did the presence or absence of any one of the core concepts impact the outcome?

Definitions: (PFCCpartners)

Noun

- Patient-and Family-Centered Care

Verb

- Patient Engagement

Outcome

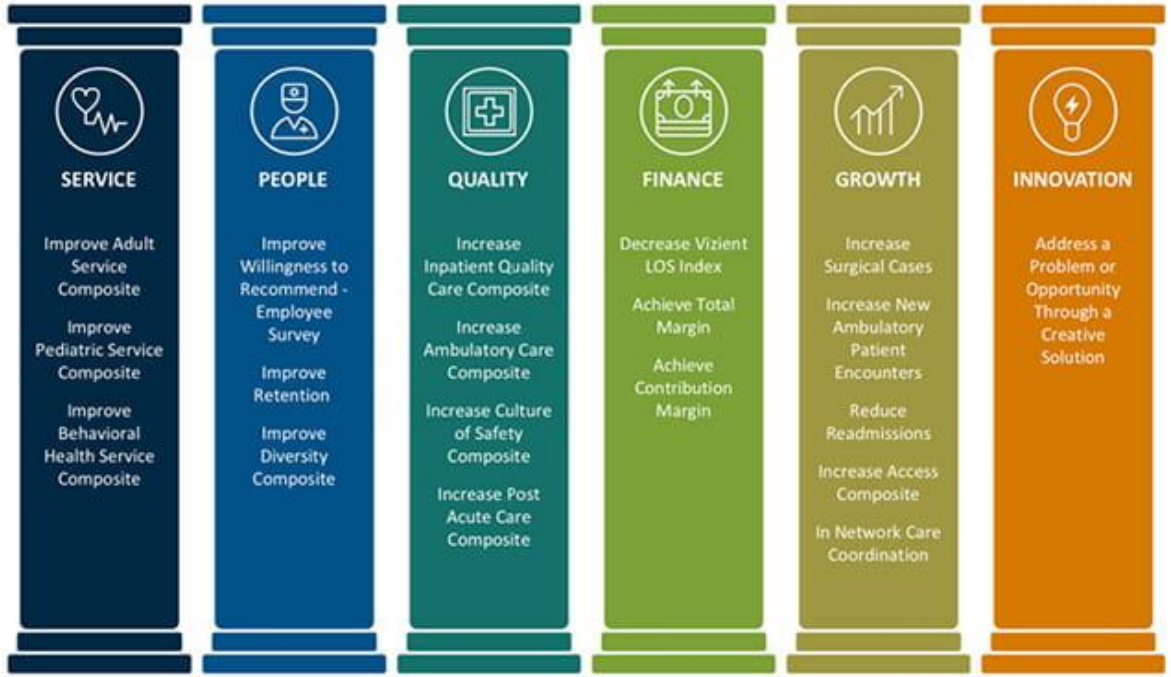
- Patient Safety
- Patient Experience
- High Quality Care

Quality & Safety

The goal of PFCC is aligned with high reliability.

Safe, timely, effective, efficient, equitable and patient-centered care.

Pillar Goals



Patient-and Family-Centered Care

Partnering with Patients and Families

In the Delivery of Care:

- Bedside Shift Report
- Physician Rounds
- Discharge Planning

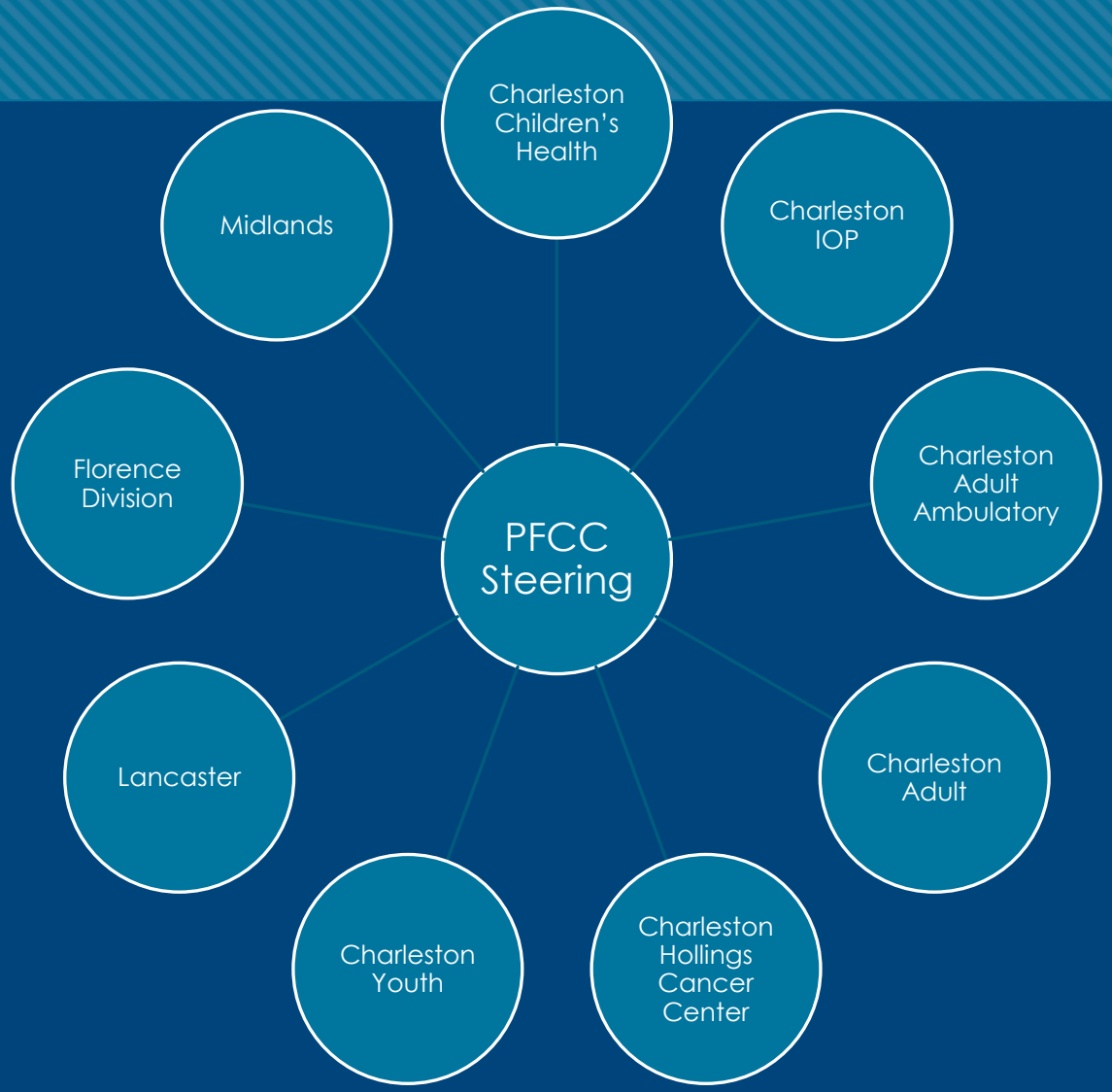
In the Planning and Evaluation of Care:

- PFACs
- Hospital Committees
- Co-design

Patient and Family Advisory Council (PFAC)

- Patients, families and MUSC care team members work together on our PFACs which meet monthly
- Bringing their perspectives together to create ONE TEAM fosters a culture of partnerships!

MUSC Health PFACs



PFAC Accomplishments

- Facility Design
- Family Presence + Visitation Guidelines
- Document Reviews
- Family Resource Guide
- PFA Rounding
- Transitions in Care

Diversity Includes:

- Race
- Ethnicity
- Sexual Orientation
- Gender Identity
- Gender
- Age
- Financial Situation
- Physical and mental ability
- Education
- Diagnosis
- Religion

We don't always see diversity just by looking at someone

Beyond the PFAC

- IP-741
- Welcome Videos
- Safety Rounds
- Policy Reviews
- PFA Office Hours
- Vaccine Task Force
- Root Cause Analysis

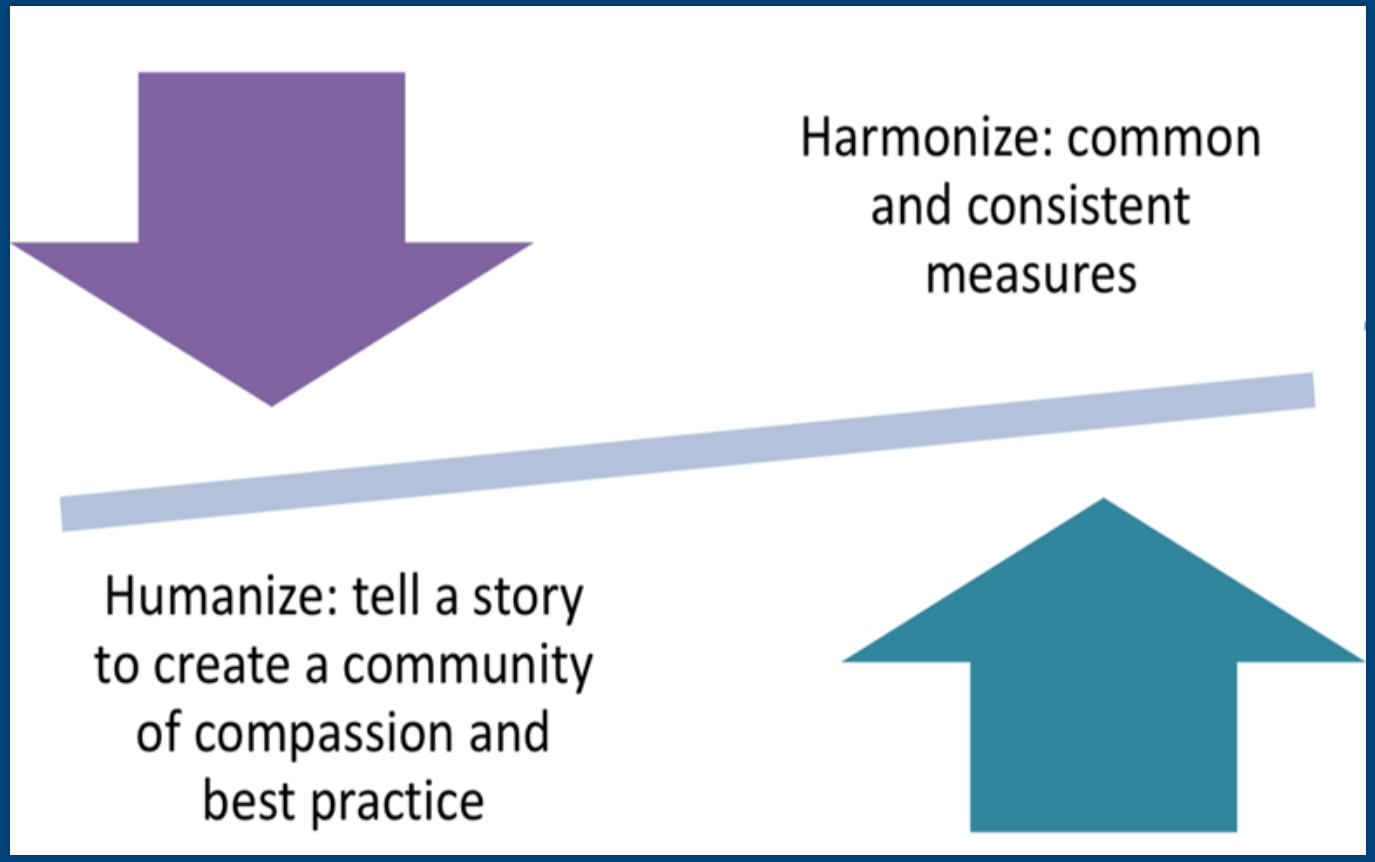
Narrative Medicine

Patients suffer at the hands of health care providers who cannot "follow a narrative thread; who cannot adopt an alien perspective; who become unreliable narrators of other people's stories."

Rita Charon, MD, PhD
Columbia University

Teaching PFCC Through Stories

Harmonize & Humanize the Data



I Am Not a Number

- Statistics are important for recognizing trends and creating solutions to complex problems. However, data must also be “humanized’ to prevent us from…

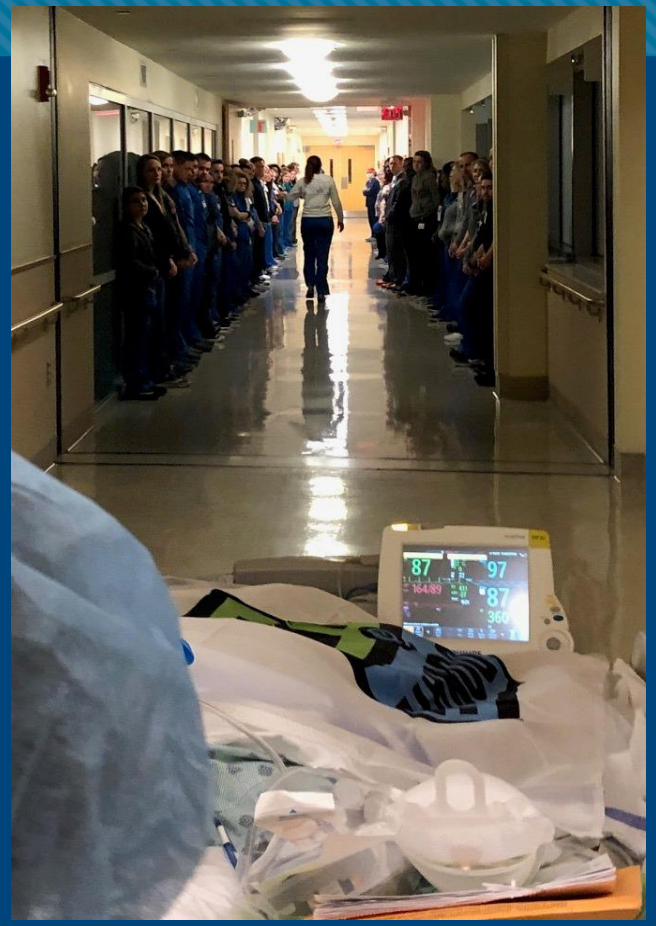
  - Becoming desensitized
  - Generalizing data
  - Marginalizing people

The Power of One

Stephanie and Abby's story changed a policy!

In the wake of tragedy we can make positive changes together

Honor Walk



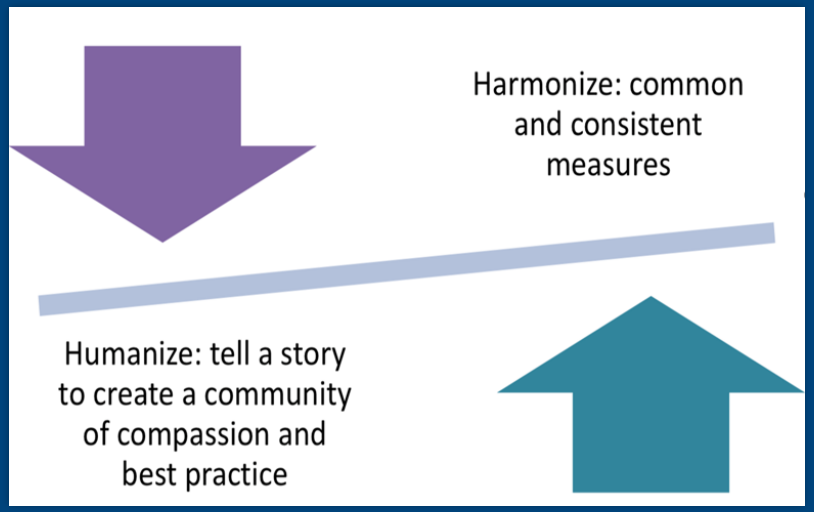
Patients and Families are Part of the Team!

Healthcare is an exercise in interdependency not in personal heroism. You simply cannot do the right job alone."

-Dr Don Berwick

What Can Healthcare Professionals Do?

1. Incorporate the core concepts into your role



2. Humanize your data

3. Utilize your local PFAC and invite PFAs to join your teams!

Contact Us!

Caroline DeLongchamps
PFCC Manager

delongch@musc.edu
792-5081

Devin Miller
PFCC Coordinator

milledev@musc.edu
792-3581

Society for Healthcare Volunteer Leaders

Breakout Session Evaluation