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## Annual Report

CAROLINE DELONGCHAMPS, PFCC MANAGER

DEVIN MILLER, PFCC COORDINATOR

KELLY LOYD, VOLUNTEER PATIENT AND FAMILY ADVISOR



# PATIENT- AND FAMILY- CENTERED CARE

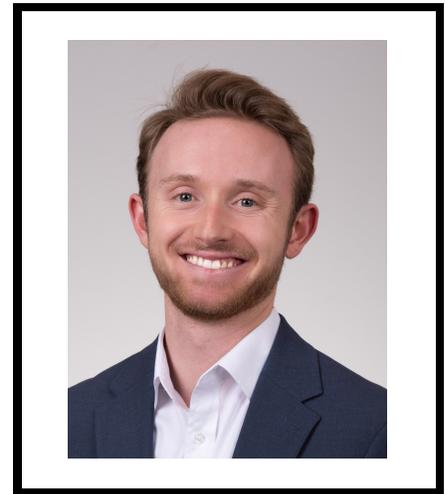
## Report to:

**Danielle Scheurer, MD, MSCR**  
CQO, MUSC Health System

**David Bundy, MD, MPH, FAAP**  
CQO, MUSC Charleston



**Caroline DeLongchamps**  
PFCC Manager



**Devin Miller**  
PFCC Coordinator

The PFCC Department expanded in 2022 with the addition of Devin Miller in the position of PFCC Coordinator. Devin is the staff liaison for most of the Charleston Division PFACs and has been instrumental in the increase of data collection and new initiatives within the department.

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

It means working “with” patients and families, rather than just doing “to” or “for” them.

Our goal is for MUSC care team members, patients and families to work together to ensure the best outcomes and enhance the quality and safety of care for MUSC Health patients.

# The Core Concepts

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

## **Dignity and Respect**

We listen to and honor patient and family perspectives and choices.

## **Information Sharing**

We share complete and unbiased information with patients and families in ways that are affirming and useful.

## **Collaboration**

We collaborate in policy and program development, facility design, professional education, as well as in the delivery of care.

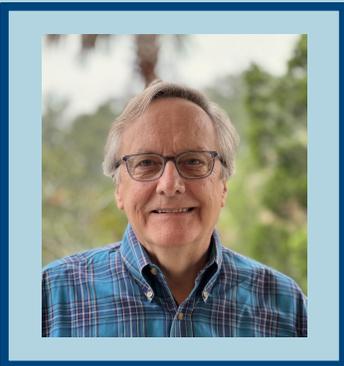
## **Participation**

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

## **Core Concepts in Practice**

*Through the perspective of MUSC Volunteer Patient and Family Advisors (PFAs)*

### **Dignity & Respect**



**Tom Progar - Hollings Cancer PFA**

"The radiation tech and nurse treated me as a person, not just a patient. They answered questions openly and honestly, continually encouraging me and preparing me for challenging times."

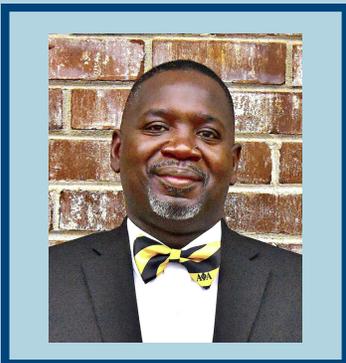
### **Collaboration**



**Darlene Gaffney - Hollings Cancer PFA**

"Dr. Cooper has proven to me that collaborative efforts can bring value and great outcomes to improve a patient's experience."

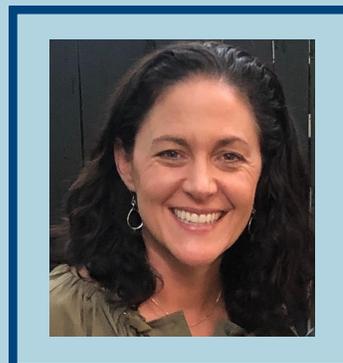
### **Participation**



**Rubin Beaufort - Adult PFA**

"You must let your provider know what your concerns are in respect to your health. Although they are the professionals, you know your body and what you are experiencing better than anyone"

### **Information Sharing**



**Ansara Piebenga - Children's Health PFA**

"Our Nephrologist asked how and to what extent we would like to receive information."

# PATIENT AND FAMILY ADVISORY COUNCILS (PFACs)

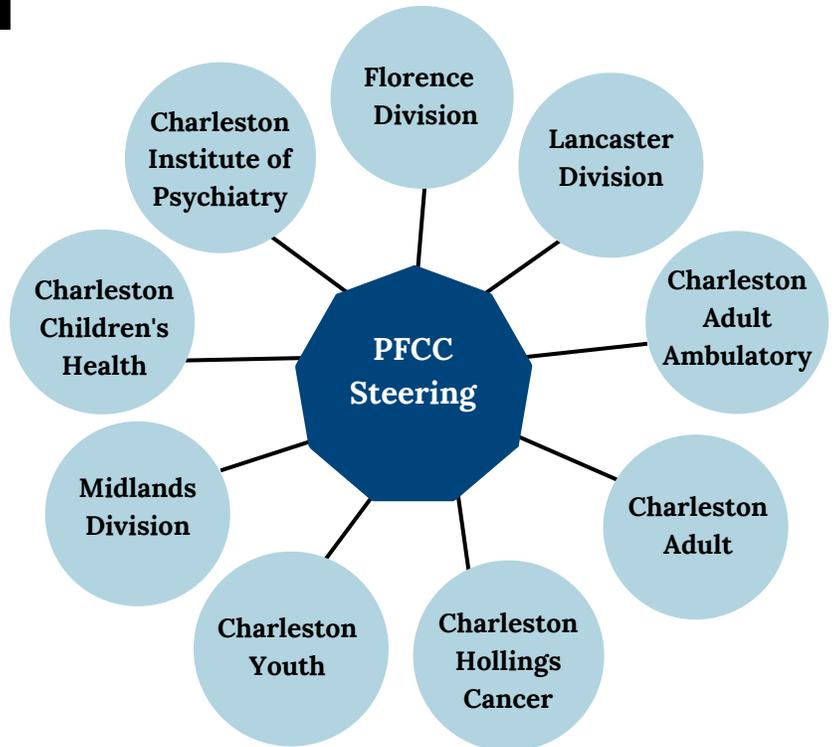


Most PFAC meetings have been held via Microsoft Teams since 2020

A PFAC is a partnership between patients, their families and MUSC care team members. Volunteer patients and families, who we call Patient and Family Advisors (PFAs), share their unique perspectives to help MUSC Health improve the way care is delivered. All of our PFACs meet monthly.

## PFCC STEERING COMMITTEE

This team includes PFAC members and key stakeholders across the organization who create innovative ways to foster a culture of partnerships at the health system level.



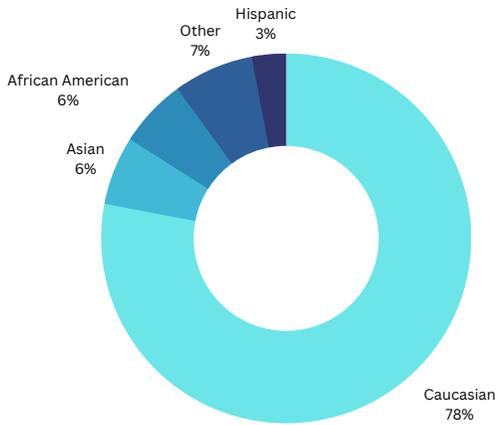
**The Hollings Cancer PFAC** launched in July. Membership includes seven PFAs and six care team members representing physicians, nurses and administration.

The team has already collaborated on a wayfinding walkthrough, infusion checklist, and improving the brachytherapy suite.

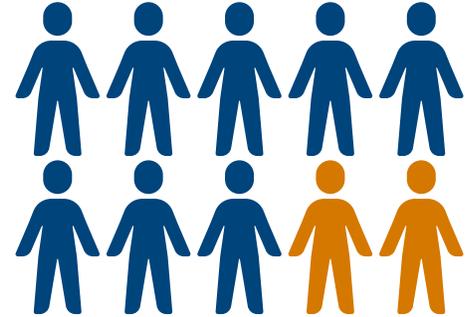
"What made me realize the value of this process of having the viewpoint of a PFA was when I was involved in a patient safety event. There was a PFA who had a lot of insightful things to say. I really see the importance of the patient perspective when we do critical analyses or whenever we make plans." -Dr. Jennifer Harper

# PFACs Diversity + Inclusion

We are on a continuous journey with diversity, equity and inclusion and the PFACs. Our goal is for the PFACs to represent the patient population we serve. Diverse councils increase our effectiveness at reducing healthcare disparities and improving care.



78% of members are Caucasian



8 of 10 members are women

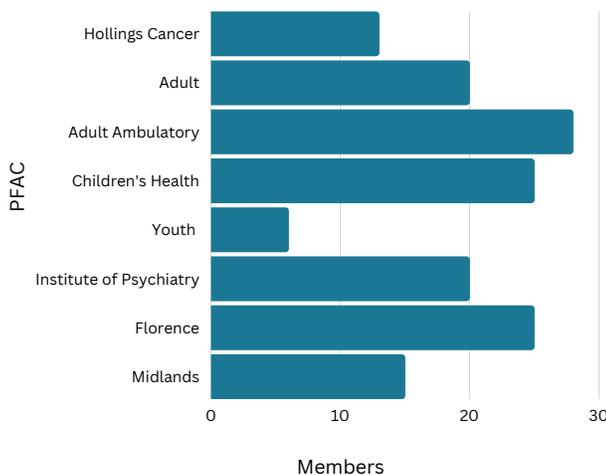
## Number of PFAC Members

72

Patient and Family Advisors

87

Care Team Members



## Focus on Inclusion

- Periodic "inclusion" check-in
- Virtual options for meetings
- Member story at every meeting
- "Getting to Know You" survey sent to new members

"We can't always see diversity just by looking at someone."

-Care Team Member

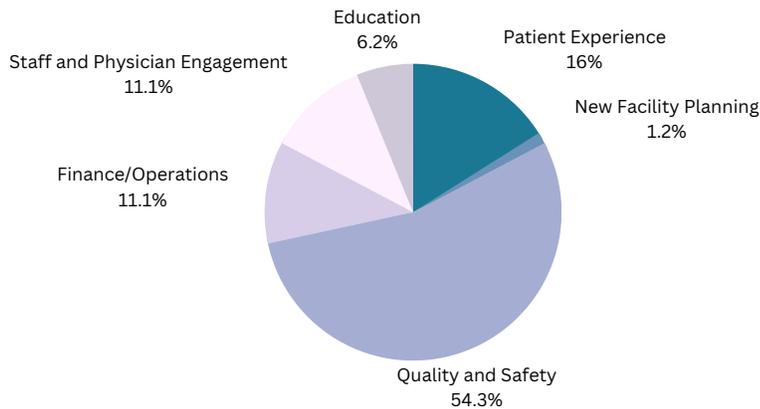
# VOLUNTEER PATIENT AND FAMILY ADVISOR (PFA) IMPACT

## PFA Collaboration:

My Chart Steering Committee  
Safety Rounds  
Interview for ACT Nursing Director  
MRI Brochure Review  
Sea Islands Facility Design  
Root Cause Analysis Meetings

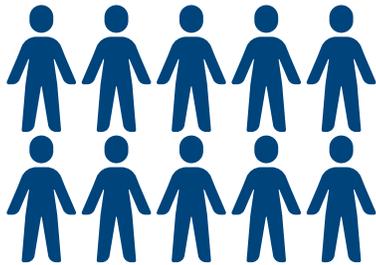
85

Committees, projects and document reviews were done in collaboration with PFAs.



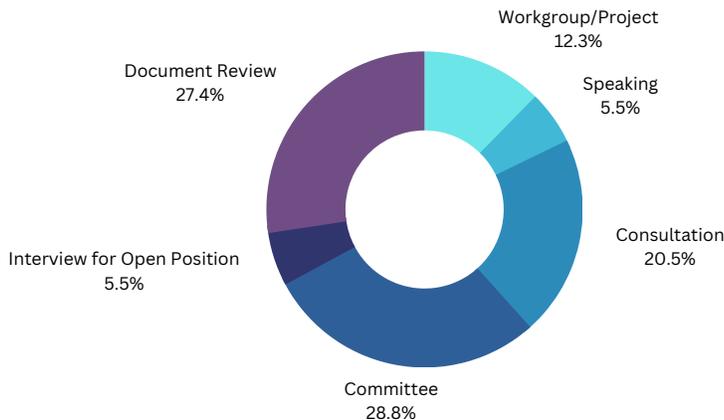
## STRATEGIC DIMENSIONS

PFAs are impacting these areas of the organization.



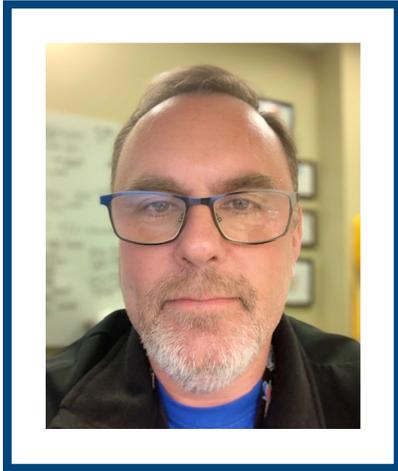
100%

MUSC Care Team members who took our survey said PFAs were helpful or essential to the project, committee, or activity.



PFAs are partnering with us in these areas.

# CARE TEAM MEMBERS DRIVING CULTURE CHANGE



**Dave Dolan - Nurse Manager, CVICU**  
Invites the PFCC Manager each year to discuss the value of bedside shift report with the unit.



**Scott Brady - Executive Director, Quality Excellence**  
Invited a PFA to attend Tier 2 and Tier 3 huddles.



**Julia Johnson - Program Manager, Transitions in Nursing Practice Program**  
Invited the PFCC Manager to teach Nurse Residency cohorts. This gives us the ability to provide PFCC education to all new RNs in their first year of clinical practice.



**Matt Long - Executive Director, Enterprise Patient Access**  
Invited the PFAC to take part in a vendor demonstration to ensure MUSC Health was purchasing a product that meets the needs of our patients.

# PFCC EDUCATION

## OUR STORIES LIBRARY

Patients, families and care team members share their stories on video to educate and inspire us.

Videos are located in OurDay for students, faculty and care team members at MUSC Health. Stories can be used to start a meeting, connect to purpose or share with others to teach the core concepts of PFCC.



## MORE THAN WORDS

In addition to the PFACs, PFAs may serve as Family Faculty members. They teach the core concepts of PFCC by sharing their healthcare stories to MUSC students.

**More Than Words** is an opportunity for students from our MUSC colleges to listen to personal stories and engage in meaningful dialogue with patients and families. These 90 minute sessions provide an introduction to the *medical humanities, narrative medicine, the Family Faculty program* and their expanding role in health care education and practice.

## PFCC IN STUDENT CURRICULUM

Nationally recognized by Vizient and the IPFCC as being innovative, these Interprofessional (IP) courses were co-created by the Office of Interprofessional Initiatives and the PFCC Department.

### IP 741-CLINICAL CARE/PATIENT-AND FAMILY-CENTERED CARE (SPRING AND FALL)

Working in IP groups, students practice authentic listening by having conversations with PFAs to understand the significance of patient and family stories and how the core concepts of PFCC are essential elements to their professional practice. The class is kicked off with a keynote about Patient-and Family-Centered Care. The students spend 2 months on various assignments such as listening to stories from the Our Stories Library, talking with peers, and reading about PFCC. Finally, students schedule a conversation with a PFA to listen for the core concepts of PFCC. The PFCC Department and a PFA serve as facilitators for the course and it concludes with presentations from the students.

*"I thoroughly enjoyed the exercises and topics discussed, especially being able to talk with a PFA. I am in the perfusion program here, and we do not have hospital time until next semester, so I don't have a complete understanding of our direct patient interactions yet. But when I do, I will be thinking of this class!" -MUSC student*

### 3RD YEAR MEDICAL STUDENTS

This session is delivered by the PFCC manager every year and includes the story of a patient and illustrates the PFCC work being done at MUSC Health. Providers learn how partnership, teamwork and communication can elevate their practice and improve outcomes.

# MUSC UNDERGRADUATE CASE COMPETITION

The MUSC College of Health Professions hosts this competition for aspiring health care professionals. This year's case focused on PFCC, and the PFCC Manager provided the keynote address to the participants. Students from 11 colleges across the country sent teams to Charleston to participate in the competition.

The case study was written by the PFCC Department in collaboration with a PFA, our Patient Safety Officer and CQOs. It addressed a current issue at MUSC Health regarding patient and family engagement in the prevention of Hospital Acquired Infections. The students had to design a solution that included forming partnerships with patients and families.

PFAs and MUSC care team members served as judges for the competition, along with Bev Johnson, President of the Institute for Patient- and Family-Centered Care.

"...I enjoyed participating in the competition. Working on the case was stressful at times, but I must say I would do it all over again. In a way, the case has prepared me for graduate level work. I also enjoyed being able to learn about MUSC and the initiatives they're pursuing to improve care for patients." - Student



**Winthrop University** took 1st place, winning a prize of \$1,000. Auburn University finished in 2nd place winning \$500. Ideas from several teams may be used as MUSC Health works toward eliminating harm to patients.

**"THIS HASN'T BEEN DONE BY ANYONE ELSE IN THE COUNTRY."**

-Bev Johnson: President and CEO of the Institute for Patient- and Family-Centered Care

# PFCC PRESS GANEY HIGHLIGHTS

6 custom questions on the Press Ganey inpatient survey were designed with the IPFCC to help hospitals focus on partnerships with providers, patients, and their families.

-How well staff explained their roles in care

-How well staff supported your family throughout your healthcare experience

-How well staff respected your spiritual needs

-How well staff respected your cultural needs

-How well you and your family were able to participate in your care

-How well your choices were respected to have family members/friends with you during your care

## Adult Inpatient Top Performing ICCE:

Transplant, Nephrology,  
and Hepatology ICCE

"The CTM's spend a great deal of time educating and involving the patients and their families during the hospital stay because it is vital for their new organ's success" -**Sarah Parks, MSN, CMSRN**

"Doctors and nurses were all very respectful when it came to my personal issues, and very informative, considerate, caring, concerned" -**AO6E Patient**

## Pediatric Inpatient Top Performing Unit:

Pediatric Critical Care Unit

"The Pediatric Critical Care Unit has been unbelievably short staffed this year, yet they have the highest patient experience scores among inpatient pediatric units at MUSC. Providers and nurses work exceptionally well together to provide patient-centered care." - **A Volunteer Patient and Family Advisor who attends Safety Rounds**

"Everyone (doctors & nurses) were kind and explained the care we received" -**SJ2 Patient**

# CELEBRATIONS

## Introducing the PFCC Partnership Award!

PATIENT-AND FAMILY-CENTERED **care**

### PFCC Partnership Award



Overview:  
This was created by the MUSC Health PFCC Department for the purpose of recognizing care team members who exemplify the core concepts of patient- and family-centered care.

The core concepts of PFCC are respect & dignity, information sharing, collaboration, and participation.

The award will be given out quarterly by the PFCC Steering Committee.

Award:  
Any MUSC Health care team member is eligible.  
Scan the QR Code to nominate someone.

The winner is:

- Presented a partnership pin for their badge.
- Recognized across internal media outlets.
- Honored at Town Hall.



### First Four Winners:

- **Dhiraj Baruah, MD** partnered with PFAs to make radiology reports more patient friendly.
- **Dusti Annan-Coultas, EdD** partners with the PFCC Department to offer an IP course for students. The curriculum is based on the core concepts of PFCC.
- **Antoine Finianos, MD** is a member of the Florence PFAC and consistently looks for ways to partner with PFAs. He invited them to tour a new Oncology clinic space and offer feedback.
- **Pediatric Critical Care Unit** had the highest patient experience scores in SJCH in the midst of a significant staffing shortage. Families expressed appreciation for their team based approach to care.

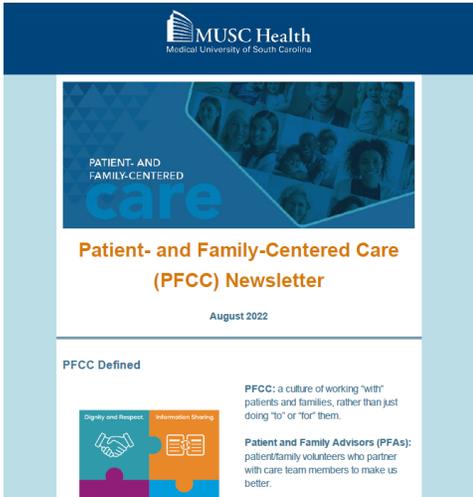
## PFAC Celebration in the President's Office

President and Mrs. Cole hosted all six of the CHS Division PFACs in Colcock Hall with senior leaders including the CEO and our Chief Quality Officers.

Volunteer PFAs and care team members were honored and acknowledged for their partnerships and dedication to improving care for all patients and families.



# ADDITIONAL HIGHLIGHTS

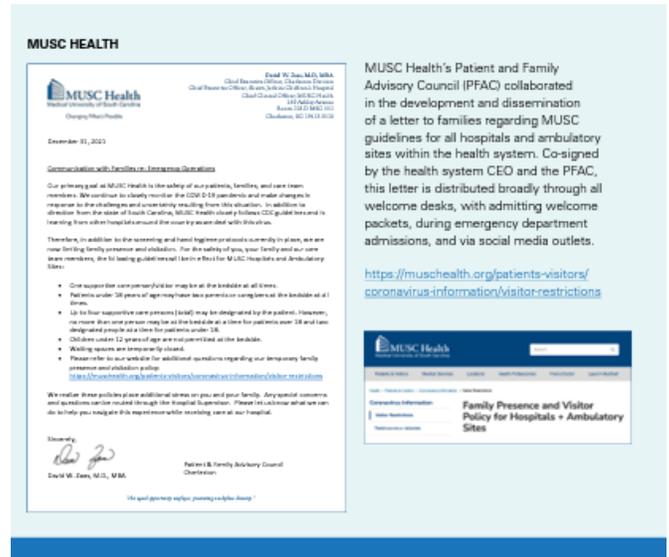


## ◀ Introducing the PFCC Dept. Newsletter

A system-wide publication that is sent out quarterly to MUSC care team members. Danielle Scheurer, Chief Quality Officer, features the publication in her section of the "Clinical Connections" publication. Information includes PFCC wins, education, and examples of mutually beneficial partnerships across the health system.

## IPFCC "Emerging Best Practices" ▶

MUSC Health was featured in the Institute for Patient- and Family-Centered Care "Emerging Best Practices" publication, highlighting our family presence policy during the pandemic.



## ◀ Institute of Psychiatry PFAC Discharge Packet

The Institute of Psychiatry PFAC created a discharge packet for patients that provides information about mental health education and support. This is one of the ways the council helps connect patients and families to community resources. The goal is to provide continuity of care and recovery support after discharge.

## Transitions in Care Work Group ▶

"I had no idea how to navigate my daughter's transition to adult care. I wish I knew then what I know now". -PFA  
Members of the CH PFAC began working on a tip sheet for families who will have to transition their children to adult care.

