

The Valley Hospital
Patient and Family Centered Care
2013 Year-End Report



**Patient and Family
Centered Care**

From the Director of Patient and Family Centered Care (PFCC)

Building a Strong Foundation

In 2013, Valley significantly expanded its Patient and Family Centered Care initiatives. As the director of PFCC, I have been thrilled to witness the development of the role of our Patient and Family Advisors, see the countless projects in which our advisors are now participating, and hear their input being sought by leaders throughout the organization. So much so that we have had to lengthen our regular PFAC meeting time to accommodate all of the new agenda items. Before I list our 2013 accomplishments, let me share the path that brought us to this point.

PFCC began in 2011 with the formation of the PFCC Steering Team, and the director of PFCC position was created in February 2012. Throughout 2012, we gradually introduced the key concepts of PFCC to the organization. We began incorporating Bedside Shift Report (BSR) on all inpatient units, and we established the hospital Patient Family Advisory Council (PFAC), bringing our first 15 Patient and Family Advisors on board. We also launched a PFCC intranet tile, giving staff access to key concepts, patient stories, and resources for their practice.

With that groundwork, we established a solid foundation for our PFCC culture in 2013. We formed two new Patient and Family Advisory Councils (PFACs) for Radiation Oncology at the Luckow Pavilion and for Valley Home Care. We also had a visit with Bev Johnson, CEO of the Institute for Patient- and Family-Centered Care, where she addressed the organization's leaders. The end of the year brought the Magnet award surveyors, who specifically asked to meet with our Patient and Family Advisors to get their perspective on the care provided at Valley. Hearing our advisors' enthusiasm for the work they are doing with us was one of the highlights of my year.

In the pages to come, you will find more details about PFCC. If they inspire you to join us, please contact me. Truly, we are doing great things, and 2014 promises to be another incredible year.

With gratitude,

Pamela J. Bell
Pam Bell



Co-chairs of the Patient and Family Centered Care Steering Team: Charles Vannoy, DNP, RN, MBA, NEA-BC, Assistant Vice President of Hospital Operations and Emergency Services and Pam Bell, MDIV, BA, Director, PFCC.

The Valley Hospital PFCC Steering Team

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*Pam Bell, MDIV, BA, Co-Chair
Charles Vannoy, Co-Chair*

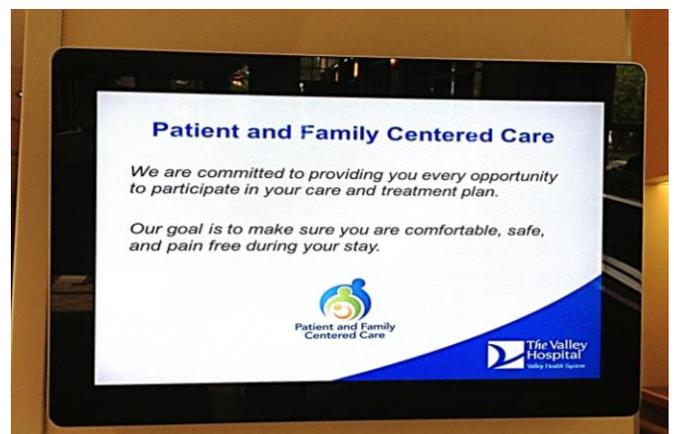
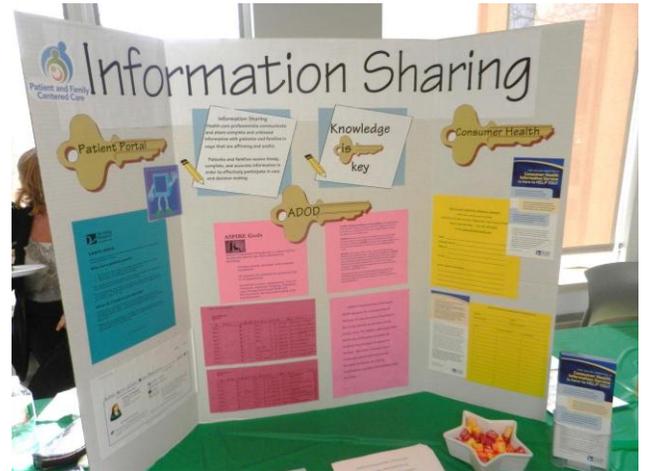
*Claudia Allocco
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Sherry Campanelli
Valerie Colangelo
Daniel Coss
Meryl Davis
Kyle De Boer
Peter Diestel
Carol Dunbar
Susan Gehringer
Evangeline Guilas
Bettyann Kempin
Ann Marie Leichman
Anne Monaghan-Baker
Michael Mutter
Deborah Panetta
Judith Rojo
Nelson Sangurima
Joanne Simonetti
Adryanna Tavares
Liz Tortorella
Maryann Vecchiotti*

Core Elements of PFCC: Dignity and Respect, Information Sharing, Participation, and Collaboration

Connecting the Dots

In 2013, we took the message of PFCC on the road across the health system and into the community:

- Our four-hour course challenged over 650 staff members to incorporate PFCC into their practice.
- PFCC “pull strategies” appear on the digital displays throughout the main hospital lobby, inviting patients and visitors to partner with us.
- We hosted our first PFCC Fair, including a Show on the Road for the night shifts, introducing over 800 staff members to the core elements of PFCC.
- Our PFCC Consultant, Valerie Colangelo, addressed a packed house of over 100 staff members at the hospital, and presented to five other areas around the health system.
- A Patient and Family Advisor was invited to speak at Leadership Institute.
- Pam Bell spoke to senior nursing students at Ramapo College about the principles of PFCC and Bedside Shift Report.



“Since starting the PFCC journey, my mindset has completely changed when making decisions about patient care. Prior to PFCC, I would not have understood the value of patient and family input. Now I realize how much their partnership with our healthcare team can take our hospital to new heights.”
— Staff Member

Nothing About Me Without Me

The Heart and Soul of PFCC

We saw significant growth of the Patient and Family Advisory Council (PFAC) as well as the Patient and Family Advisor role throughout the healthcare system in 2013:

- The Radiation Oncology at Luckow Pavilion PFAC was launched.
- The Valley Home Care PFAC was launched.
- We recruited and oriented 15 new Patient and Family Advisors.
- Our 30 Patient and Family Advisors now sit on 12 standing committees and teams and participated in 35 individual projects.
- More than 50 staff members worked directly with Patient and Family Advisors.
- We launched a Consumer Health Ambassador Program, which made over 3,000 contacts with patients and fulfilled 500 requests for health information.
- We hired a former patient to serve as our first-ever PFCC consultant.
- Patient and Family Advisors contributed 1,186 hours of service, which translates to \$26,258 worth of value-added time contributed to the organization.

"The most incredible experience was being told of a change in practice for respiratory therapists to make sure patients with trachs [tracheotomies] now have proper head and neck support as a result of my presentation where I spent time talking about what an issue that was for me." – Patient and Family Advisor

A sample of our advisors' specific projects includes:

- surveying the first floor of the hospital and presenting wayfinding suggestions;
- shadowing in the Emergency Department to observe patient flow;
- participating in the hospital Magnet nursing survey;
- developing a PFAC Seal of Approval for documents reviewed by the Council;
- creating and filming a patient orientation video;
- reviewing the inpatient menu, patient guide, and visitors' guide;
- reviewing the layout and furniture in the critical care waiting rooms;
- reviewing the patient portal;
- consulting with pharmacy about their discharge communication process;
- assisting in the development of a new visitor welcome/badging process;
- reviewing the radiation oncology new patient orientation process; and
- reviewing the newly designed radiation oncology treatment room.



The Valley Hospital's **Patient and Family Advisory Council** has reviewed and approved this material to ensure that the patient and family perspective has been included.

PFCC Impact

Measuring Our Success

One way the organization measures patient satisfaction is through the Hospital Consumer Assessment of Healthcare Providers and Services (HCAHPS) survey. The survey contains 21 patient perspectives on care and patient rating items that encompass nine key topics: communication with doctors, communication with nurses, responsiveness of hospital staff, pain management, communication about medicines, discharge information, cleanliness of the hospital environment, quietness of the hospital environment, and transition of care.

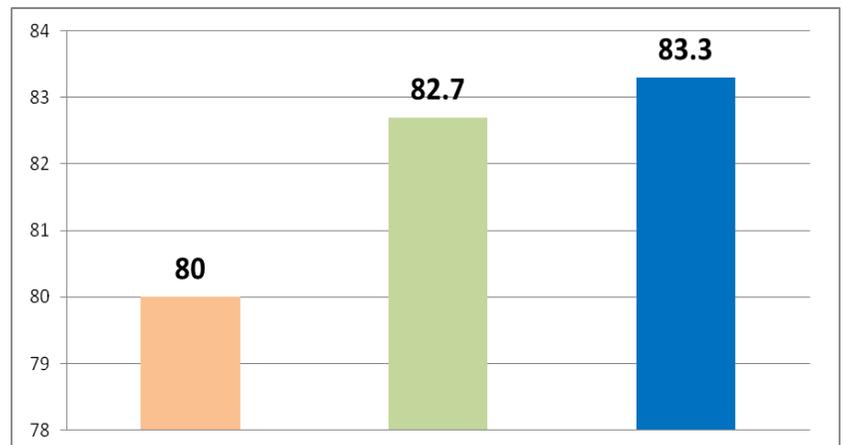
Since developing the PFCC, we have seen a significant rise in our scores in two important areas: communication with nurses and communication about medications. We believe these significant increases are due to our commitment to ensure patients and their families are partners – and full participants – in their care.

"Our team is continuously rewarded by having our two advisors present. They add valuable information and insight to the team. The team is comfortable having them present during all discussions and rely on them to provide that unique patient and family feedback on the action plans being developed.

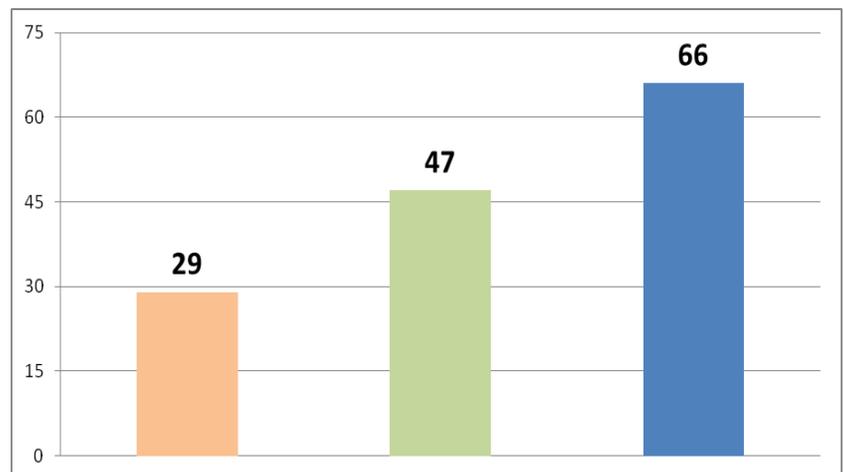
The team does not hold back at all on their candid discussions which really demonstrate how much these two advisors have become a permanent part of their workgroup."

– Committee Chair

RN Communication: 2011-2013



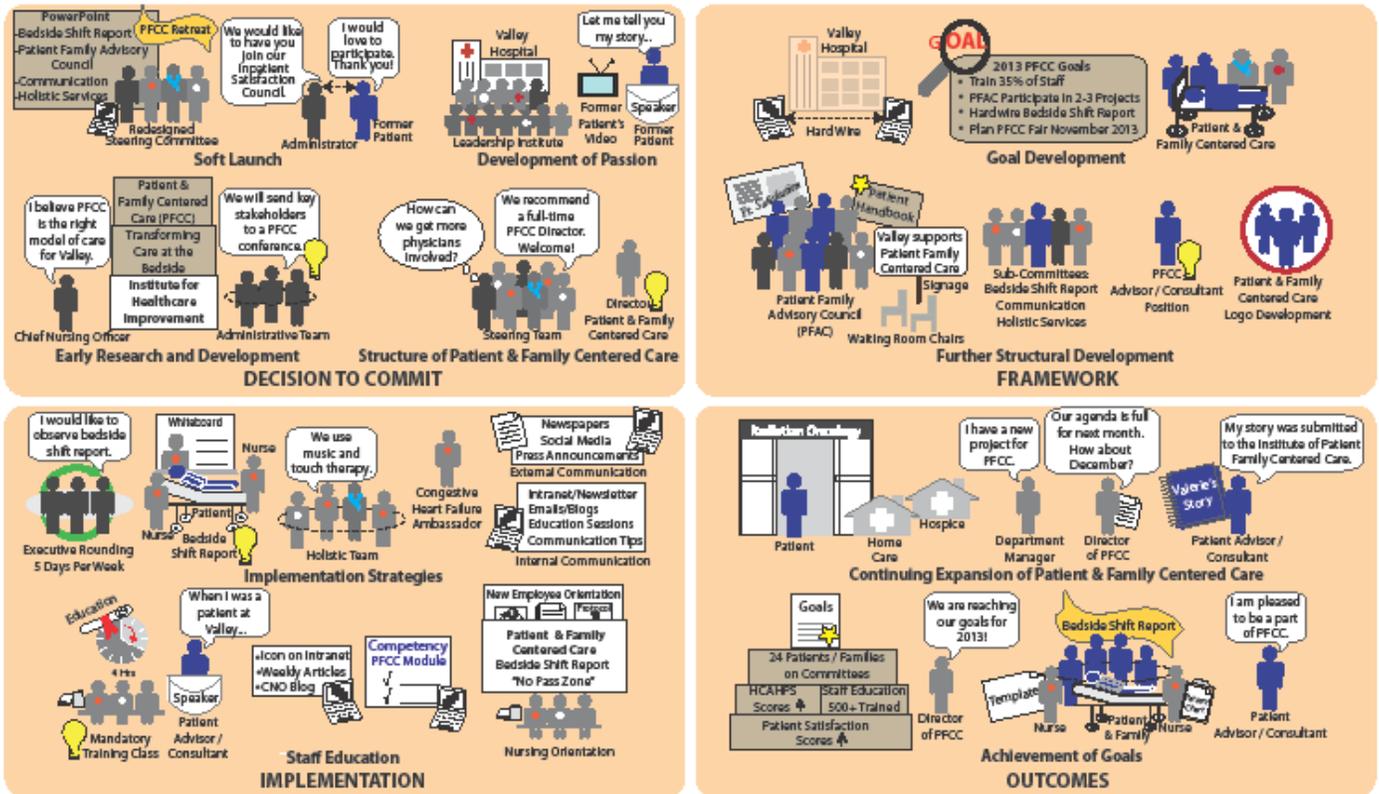
Communication About Medications: 2011-2013



VHA Leading Practice Blueprint®

The Valley Hospital - Patient and Family Centered Care

Patients Guiding Us to be a Better Organization



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In recognition of our accomplishments, Valley was selected as a Voluntary Hospital Association (VHA) Blueprint site for PFCC. VHA Blueprints highlight best practices in healthcare delivery. A VHA team visited Valley to learn about our implementation of PFCC principles and create the blueprint. Our organization now serves as a model for hospitals across the country striving to integrate PFCC in their practice.

Another exciting event occurred when a team of surveyors from the Institute for Patient- and Family-Centered Care and the National Partnership for Women & Families spent three days conducting an intensive site visit. This grant-funded opportunity was the beginning of a year-long partnership. Their findings acknowledged the strong foundation that has been established and our potential to continue growing as a PFCC organization. We are thrilled to be partnering with them and look forward to some exciting opportunities in 2014.

"Our team commends you for your commitment to advancing patient- and family-centered care principles and working toward your goal of fully engaging and partnering with patients and family members in your community. We were impressed by a number of aspects of our visit to Valley Health System" – IPFCC/National Partnership Site Visit Report

In other exciting news, three members of the Steering Committee will be presenting at the International IPFCC Conference in Vancouver in August.



With gratitude to our patients and families, whose partnership made this work possible:

Tom Bengaff, Valley Home Care PFAC
Ines Bunza, Inpatient Performance Improvement Council
Brian Byrne, Luckow PFAC
Valerie Colangelo, Valley Hospital PFAC, Valley Home Care PFAC, Luckow PFAC & Patient Satisfaction Team
Jose de Vinck, Valley Home Care PFAC
Nick DeMarco, Special Projects/Video
Joan Donoghue, Discharge Information Team
Harry Ferguson, Valley Hospital PFAC
Tom Freeswick, Valley Hospital PFAC & Valley Home Care PFAC
Susan Gralla, Nursing Communication Domain Team
Al Harriman, Nursing Communication Domain Team
Anne Kastner, Integrative Healing Council
Roger Knauss, Discharge Information Team
Michelle Laskowski, Valley Home Care PFAC
Tom McAndrews, Valley Hospital PFAC
Karen Mitchell, Luckow PFAC
Jean Neri, Valley Hospital PFAC
Betty Paton, Acute Stroke Team
Gary Paton, Valley Hospital PFAC
Isabel Reddy, Special Projects, Patient Safety Committee & Luckow PFAC
Paul Redfield, ED Patient Satisfaction Team
Kathleen Sayles, Valley Hospital PFAC
Dr. Meri Schachter, Valley Home Care PFAC
Joyce Sinclair, Valley Hospital PFAC
Joyce Sugés, Luckow PFAC
George Tashji, Translation Research Advisory Council
Raj Thadani, Valley Home Care PFAC
Annamae Tolomeo, Valley Home Care PFAC
Bob VerNooy, Sr., Valley Hospital PFAC
Janet Weis, Readmissions Team & Consumer Health Ambassador

For more information about Patient and Family Centered Care, please contact Pam Bell, Director of Patient Family Centered Care at 201-447-8650 or revbell@valleyhealth.com