

Patient and Family Engagement (PFE) and Rapid Response Team (RRT) Metrics

- Starting in Q1 2018, The Washington State Hospital Association is collecting data using the **Quality Benchmarking System (QBS) data portal** instead of Survey Monkey.
- The first PFE graph reflects the percent of Washington Network Hospitals Implementing Each of the 5 Patient and Family Engagement (PFE) Metrics in comparison to the Q4 Baseline for 2015.
- The RRT graph represents the Patient/Family Initiated Rapid Response Teams percent of performance improvement by quarter, starting with Q2 Baseline for 2017.

