



PATIENT AND FAMILY ENGAGEMENT

Safety is a Partnership



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WASHINGTON STATE HOSPITAL ASSOCIATION
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Patient and Family Engagement – Resources for Hospitals

Building on the idea that patient and family engagement drives results across all areas of focus for the Partnership for Patients strategies, Centers for Medicare & Medicaid Services (CMS) recommended five patient family engagement practices that are fundamental to improved quality of care for patients in hospitals. Included in this document are lists of resources specific to each metric.

An electronic copy of this resource document can be found on Washington State Hospital Association's Patient and Family Engagement webpage: <http://www.wsha.org/0514.cfm>

For more information, please contact:

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Patient and Family Engagement (PFE)

PFE Metric #1

Prior to admission, hospital staff provides and discusses a discharge planning checklist with every patient that has a scheduled admission, allowing questions or comments from the patient or family (e.g., the planning checklist may be similar to the CMS Discharge Planning Checklist).

Resources

- [Your Admission Planning Checklist](#)
Center for Medicare and Medicaid Services

- [Discharge Preparation Checklist and My Care Transitions Plan](#)
Care About Your Care, Robert Wood Johnson Foundation, February 2013



PFE Metric #2

Hospital conducts both shift change huddles for staff and does bedside reporting with patients and family members in all feasible cases.

Resources

- [Shift Change Huddles at the Bedside – Presentation Recording](#)
PFE Affinity Group Master Class, Partnership for Patients

Patient and Family Engagement (PFE)

- [Nurse Bedside Shift Report Implementation Handbook](#)
Agency for Health Care Research and Quality, Guide to Patient and Family Engagement
- [ISHAPED Patient-Centered Approach to Nurse Shift Change Bedside Report](#) Institute for Healthcare Improvement, Always Events Program
- [Bedside Change-of-Shift Reporting: A Strategy to Increase Patient Safety](#) National Patient Safety Foundation
- [Making the Transition to Nursing Bedside Shift Reports](#)
Authors: Wakefield, Douglas S.; Ragan, Roland; Brandt, Julie; Tregnago, Megan
Joint Commission Journal on Quality and Patient Safety, Vol 38, Number 6, June 2012 , pp. 243-253(11)

PFE Metric #3

Hospital has a dedicated person or functional area that is proactively responsible for Patient and Family Engagement and systematically evaluates Patient and Family Engagement activities.

Resources

- [Staff Assigned to Patient Family Engagement – Presentation Recording](#) PFE Affinity Group Master Class, Partnership for Patients
- [Engaging Health Care Users: A Framework for Health Individuals and Communities](#) American Hospital Association



PFE Metric #4

Hospital has an active Patient and Family Engagement Committee (PFEC) OR at least one former patient that serves on a patient safety or quality improvement committee or team.

PFE Metric #5

Hospital has at least one or more patient(s) who serve on a Governing and/or Leadership Board and serves as a patient representative.

Resources

- [Recruiting Patient Advocates – Presentation Recording](#)
PFE Affinity Group Master Class, Partnership for Patients
- [Patients on Governing Board – Presentation Recording](#)
PFE Affinity Group Master Class, Partnership for Patients

Patient and Family Engagement (PFE)

- [Partnering with Patients and Families to Enhance Safety and Quality: A Mini Toolkit](#) Institute for Patient- and Family-Centered Care
- [Supporting Patient and Family Engagement: Best Practices for Hospital Leaders](#)
Agency for Health Care Research and Quality, Guide to Patient and Family Engagement, Strategy 1
- [Begin Planning for Family Involvement](#)
- [Basic Info Checklist for Family Advisors](#)
- [Effective Meeting Participation for Family Advisors](#)
- [Teach Through Your Stories as a Family Advisor](#)
Seattle Children's Hospital

Additional Resource

- [Safety is a Partnership Poster and Tray Liner](#)
Washington State Hospital Association, Copyright 2013.
Available for order from WSHA's Online Bookstore: <http://www.wsha.org/bookstore.cfm>

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