Patient & Family Engagement—Caregivers Communicating With Patients

Terre Haute Regional Hospital
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Who We Are:  
Terre Haute Regional Hospital

*For-Profit–HCA Hospital
*278 Bed Acute Care Hospital
*Located in Terre Haute, Indiana
*Accredited by The Joint Commission
Who We Are:
Terre Haute Regional Hospital

*The Joint Commission Top Performing Hospital in 2010, 2011 & 2012
*Accreditations: Chest Pain Center, Commission on Cancer & Vascular
*National Database for Nursing Quality Indicators Participant
*On the Magnet Journey
*Pursuing Stroke & Orthopedic Centers of Excellence
Terre Haute Regional Hospital

**Mission:**
Our promise is to provide the highest quality, compassionate care—for every patient, every time.

**Vision:**
To be the healthcare provider of choice for the Wabash Valley and the customers we serve.

“Every Patient Every Time”
Engage, Engaging:

1. To involve oneself or become occupied; participate; to occupy oneself; become involved: engage in conversation.

2. To assume an obligation; agree.

3. To enter into conflict or battle: The armies engaged at dawn.

4. To become meshed or interlocked: The gears engaged.

The American Heritage Dictionary of the English Language
“Engage in Conversation”

AIDET

- Acknowledge
- Introduce
- Duration
- Explanation
- Thank You
“Assume An Obligation”

*Patient/Family Place Trust Upon Healthcare Staff To Provide A Service

*Their Eyes And Ears Are Open Wide; Place Yourself In Their Shoes And Ask Yourself

“Do You Like What You See?”

“Do You Like What You Hear?”

*Walk A Mile In Their Shoes; Have The Courage To Walk The Talk

*Manage Up
Brick Wall vs. Partnering

Photo courtesy of Dallas Buyers Club
“Conflict OR Battle”

Honesty/Transparency

Service Recovery

- Apologize
- Take Action
- Make Amends
“Become Meshed Or Interlocked”

iCARE² (Values)
- Integrity
- Courage
- Accountability
- Respect
- Exceed Expectations
Our Journey to Patient/Family Engagement

- HCAHPS (Patient Perception)
- Risk Management
- Marketing/Public Relations
- Patient Rounding (Directors & Managers)
- Leadership Rounding (Leadership)
- Committee Involvement (Given a Voice)
How Do I Select A Patient/Family Member To Be On A Committee

- Interest in Making a Difference/Proactive
- Willing to Speak-Up and be a Voice for Change/Advocacy
- Work Well With Others/Team Player
- Not Quick to Judge
- Able to Think Beyond Their Experience
- Not Afraid to Ask Questions
- Willing to Learn
- Acceptance of Self & Others
- Follow-Through With Commitments

Reference: Words of Advice A Guide For Patient, Resident, and Family Advisors by Marie Abraham, Elizabeth Ahmann, Deborah Dokken
How Did We Select Patients or Family Members to Be On A Committee

- Experience With Our Healthcare Services
- Able To Communicate Clearly and Interact In a Group
- Interested In Helping To Make A Difference For Others
- Integrity
- Honest
- Time Available To Be Involved
Do’s & Don’ts

- Do not “Cherry Pick” (need a “mix” to add value)
- Do not overthink (Jump in and start the engagement process)
- Do communicate and then communicate again—explain for appropriate level of understanding (encoding/decoding process)
- Do listen and then respond to what you are hearing
- Do remember while we are mentoring them as to our hospital process or requirements—they are mentoring us from the patient/family perspective
Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS)

- Review Results
- Identify Gaps/Opportunities
- Performance Improvement (Plan–Do–Check/Study–Act)
- Lean Six Sigma
HCAHPS

- Broad Level Of Inclusion (Registration, Volunteers, Physicians/Mid Levels, Nursing, Leadership, Nutritional Services, Plant Operations, Environmental Care Services, Therapists, All Support Staff...)

- Dynamic Process

- Journey/Did Not Occur Over Night
Snake Pit vs. Listening to the Voice of the Customer

- Verbal & Non-Verbal
- Open Ended Questions
- Non-Judgmental
- Open-Minded
- Listen
- Life Experience
- Break-Down Barriers (age, race, gender, culture...)
- Sharing & Gaining on Both Sides
- Emotion Intelligence
- Welcoming
- Empathy
Patient/Family Feedback

- Honest Answers, Honest Feedback—Often Hard To Listen To In a Committee But Worth The Discomfort

- Give the Patient or Family Member permission to speak freely no matter how hard it may be to share “less than glowing” feedback
Who Are Our Patients/Family Members

Judy
Betty
Marsha
Bart
Emilee
Derrick
Gary
Josie
Lori
Paul
Marcie
Jennifer
Doris
Candi
Nancy
Gloria
Karen
Allison
Barbara
Angie
Jeanne
Ruby
Anita
Charlie
Methods of Engagements For Our Patients and Family Members

* Join Hospital Staff To Educational Seminars/Programs
* Join Hospital Staff At Division & Corporate Meetings
* Inclusion With Care While Inpatient/Outpatient (White Board, Teach-Back, Question/Answer, Education, Communicate/Communicate/Communicate)
* Debrief
* Encounter
* Challenge yourself to ask the query “How are we doing?”
What Is Next For Us

- Continue to seek patient and family feedback & engagement at all levels
- Continue to respond to feedback which patients and families have been generous enough to share with us (consider the feedback as a gift)
- Consider more formalized on-boarding, role description, orientation
- Continue to increase awareness across staffing levels of the benefits we are experiencing with active patient and family engagement
Sustaining Momentum

- Continue to challenge ourselves to expand our comfort level with including patients and families in all levels of collaboration for Performance Improvement within our hospital
- Include patients/family members on Lean Six Sigma Efforts
- Adopt the “new norm” is patient/family engagement; start the expectation during the hiring process with staff and in orientation---the patient and family are an integral part of “the TEAM”
Recognize Barriers

- Finger pointing—convert to accountability and an opportunity for improvement
- Scary to have a “non-physician”—“non-hospital staff member” on committees/teams
- Fear of confidentiality breach
- Uncomfortable until a “learned process” or “part of the routine”
Always remember that your present situation is not your final destination. The best is yet to come.
Questions?

IT'S NOT GOING TO BE EASY, IT'S GOING TO BE WORTH IT.