Stories Are Data With Soul
Engaging Patients and Families in Safety

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Vision for PFE

Hospitals and other health care providers achieving quality and safety goals by fully engaging patients and their families, determining what matters most to them in every situation, and partnering with them to make improvements to all aspects of care.
Changing your culture

Point of Care
- Planning checklist for scheduled admissions (Metric 1)
- Shift change huddles / bedside reporting with patients and families (Metric 2)

Policy & Protocol
- PFE leader or function area exists in the hospital (Metric 3)
- PFEC or Representative on hospital committee (Metric 4)

Governance
- Patient and family on hospital governing and/or leadership board (Metric 5)

Front Line Staff
Leadership
Board/C-Suite
The Big Takeaway

To
For
WITH
Moving from ‘doing for’ to ‘doing with’
Current State

Clinician:
Holds all knowledge
Responsible for all decisions

Patient:
Passive
Unengaged/not participating
Requires care
Ideal State

Patient driving care through shared decision making
Clinician is a trusted navigator
Understanding roles
Partnering with Family Members

Caregivers are our most underused resource
“Stories not only teach us how to act - they inspire us to act”

• Marshall Ganz
Why

• Connect to process
• Connect the heart
• Engage patients and staff
• Return to ‘why’
• Demonstrate meaning
• Model safe vulnerability
Where

• Clinical interaction – one on one – deep listening
  • Saves time
  • Provides vital information
  • Builds trust

• Team Interaction
  • Provides focus and meaning to process
  • Engages hearts and minds
  • Enhances improvement

• Leadership
  • Inspires
  • Models meaning in work
  • Offers a reference point
When

• Opening board meetings
• Staff meetings
• New Hires
• Website
• You Tube
• Training/teaching
• All Staff – parking lot to physical therapy
The voyage of discovery
is not in seeking new landscapes
but in having new eyes.

Marcel Proust
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