



Healthcare Risk-Quality-Safety, Simplified

Highlights from the Patient- and Family-Centered Care Webinar

Today's journey through healthcare reform is more varied and tumultuous than it has been in decades. It does not matter what aspect of healthcare reform we talk about, at the heart of each discussion should be the patient and what it takes to keep the patient at the center of his/her journey through the healthcare delivery system. However, as health systems manage the changes in healthcare reform and expand their philosophy to care for their communities, there is very little mention of what this experience should look like from the patient's perspective. Here are some reasons why improving the patient and family experience is vital.

- Patient experience surveys - payments to hospitals adjusted in part on how well they do on these surveys
- Increasing healthcare costs shifting to the patient
- Potential impact on referral patterns when patients have a choice
- Patients and families are the only team members always present through an episode of care
- Patients and families, when involved, improve adherence, outcomes and safety
- Rising consumer and patient expectations
- Mandate for healthcare entities to post quality and cost measures

It has become clear that this approach is increasingly linked to improved health outcomes, lower healthcare costs, reduced errors, and greater patient and family satisfaction making it an important piece of any healthcare system's strategy. The following are recommendations to help you begin your journey toward patient- and family-centered care and achieve these benefits.

- Start by educating all senior leadership and include patients and their families at the start of these discussions
- Assess current state of patient- and family-centered care, patterns of care, access to information, etc.
- Develop an action plan and integrate strategies into the organization's mission, vision, philosophy and definition of quality
- Appoint a family steering committee that includes hospital members and patients and their families
- Start out with general areas to be addressed such as what works well and what doesn't and address the issues through a collaborative process
- As the group becomes comfortable, branch out to more specific areas such as assessing policy and procedure development. Other various committees can extend the membership to include patients and families
- Develop ongoing education programs to support patients, their families and staff
- Monitor change, evaluate processes, measure the impact and celebrate the successes

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