

Medical-Surgical Patient and Family Council

Caryl Eyre, MSN, RN
Janet Kloos, PhD, RN

July 9, 2013

UH Case Medical Center



University Hospitals Case Medical Center is an academic medical center

- Founded in 1866
- Primary affiliate of Case Western Reserve University School of Medicine
- 35-acre campus in University Circle, Cleveland
- 1,036 staffed-bed academic medical center

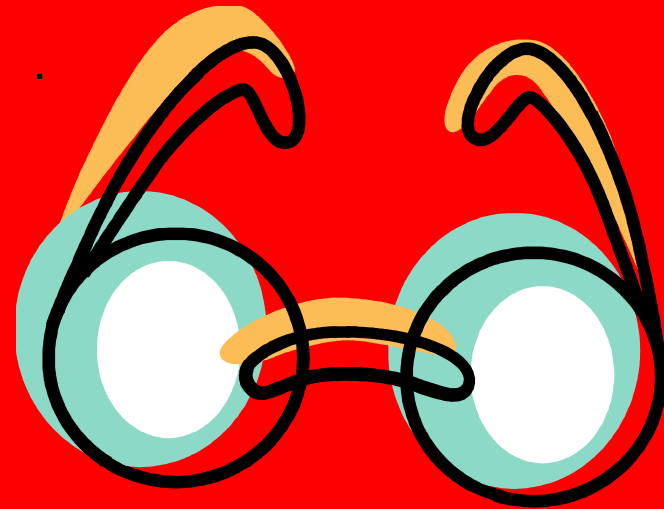
Definition of Patient and Family Centered Care

Patient and Family Centered Care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.

It redefines the relationships in health care.

Patient and Family Centered Care

Patient and Family Centered Care requires health care workers to develop “new lenses.”



Selection of Advisors – Key Qualities

Share insights and information about their experiences in ways that others can learn from them.

See beyond their own personal experiences.

Show concern for more than one issue or agenda.

UH CMC Patient and Family Advisory Council established in 2006

- Volunteer Members
 - Patents, Families, Staff, Leadership
- Co-Facilitated
 - Caryl Eyre CNS and Janet Kloos CNS
- Meets monthly , meal provided
- Guests from all departments by invitation and request

Council Mission

- To enhance the hospital experience for all patients and their families and to enhance the care and ensure quality and safety of all hospitalized patients through collaboration with patients and families about their needs.

April 29, 2013: UHC Webinar: Successfully Partnering with Patients and Families to Enhance Care

Dec 2012: Council members served as representatives for the IHI Conference to Improve Transitions in Washington DC.

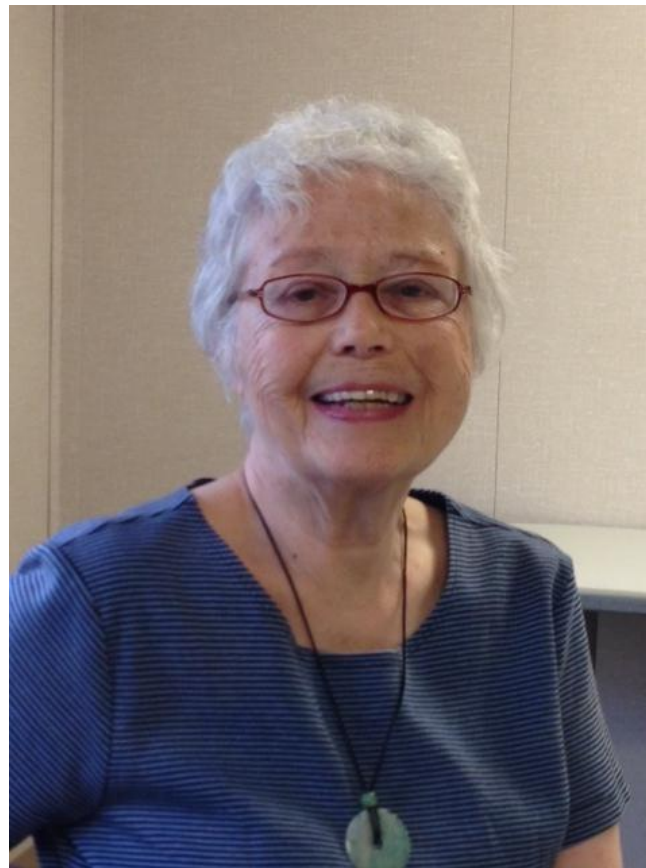
Participated in the 2011-2012 Patient Experience (HCAPS) Improvement Collaborative

- Carolyn Milter, Patient/Family Council Member
- Tocombamaría Murphy, Patient/Family Council Member
- Kathleen Vidal RN MSN, Director of Nursing Practice Development

Tocombamaria Murphy



Carolyn Milter



Council Outcomes

- Served at “Be Our Guest” Family Dinners
- Reviewed and updated the Stroke, Heart Attack, and Diabetic Teaching Books.
- Bereavement Brochure
- Revised the Hospital Acquired Infection Education Sheets



Council Outcomes



- Provided feedback in selection of patient telephones.
- Acted as “Secret Shoppers” to provide feedback to the Service Excellence team about phone standards.
- The Palliative Care consult service was instituted in 2008 based on Council member recommendations.

Council Outcomes

- Family Centered care principles presented to teams from all levels of providers.
- Updated the Medical-Surgical Visitation Policy
- Currently providing advise on revising the ICU Visitation Policy
- Contributed to the Welcome Guide



Examples of Sharing Stories

- One council member presented her story about pain management at Nursing Grand Rounds.
- Another member presented her hospital experience with nurses in orientation.
- A story about her mother's care was shared with ancillary staff by a third council member.



Patient and family advisory council members provided exemplars on patient and family centered care in a panel with AHA reviewers. Their contribution impacted on UH Case Medical Center winning the 2012 McKesson Quality Prize.

Thank You.