



American Hospital
Association™

Advancing Health in America

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)

← Front Line Staff

Policy & Protocol

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

← Leadership

Governance

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

← 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 Sate



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](#)

Contact

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