


MemorialCare Health System:
Our Journey to Patient &
Family Centered Care



Introductions


- Rita Goshert, MA, CCLS
 - Clinical Operations Manager, Child Life Dept., Miller Children's Hospital
- Libby Hoy,
 - Parent
 - Family Centered Care Consultant



History of Patient & Family
Centered Care

- *PATIENT & FAMILY CENTERED CARE* is care that is responsive to individual patient preferences and needs while assuring patient values guide clinical decisions.

Crossing the Quality Chasm, A New Health System for the 21st Century, Institute of Medicine, 2001



Core Concepts

- Partnership
- Respect
- Choice
- Information Sharing
- Strength Based
- Culturally Competent
- Flexibility
- Collaboration
- Empowerment
- Support
- Consistent Communication

Benefits

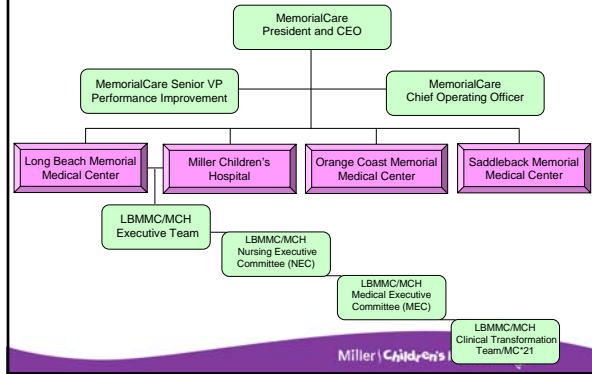
- Increased Patient & Family Satisfaction*
- Empowers Families Self Reliance by creating a more effective learning environment
- Improves clinical outcomes*
- Reduces health care costs & litigation*
- Improved staff satisfaction
- PFCC is the vehicle to drive improvement in Quality and Safety!

**Cincinnati Children's Hospital*

MemorialCare Health System

- 5 hospital chain in Los Angeles and Orange Counties
- Includes 1 children's hospital
- Widely diversified:
 - in bed number
 - socio economic status
 - number of outpatient clinics
 - Centers of Excellence
 - Community Resources

MemorialCare Organizational Chart



Guiding Principles

- Journey vs. Destination
- Top Down Buy-In (financially, operationally and philosophically) is essential
- Required a multi-disciplinary effort (Respected Manager, Physician, Operations Manager and Parent)
- Grassroots efforts had the energy, needed coordinated direction
- Tie it into an existing Initiative

Off to the races....

- Toolkit arrived at MCH- team attending IFCC conference
- Building the case for Family Centered Care
- Selling the concept to Leadership
- Established a Patient & Family Experience Value Added Team (VAT)
- Established Multi-Disciplinary Family Centered Care Committee at each campus

The Starting Line...

- Built the presentation
- Manager's Training
- Hired a Parent Consultant
- Presentation to all MemorialCare Managers by Bev Johnson, IFCC
- Assessments done at several campuses by Bev Johnson, IFCC
- Determined the Top 10 priorities for the VAT

MCH/LBMMC Top 10

- Welcome Families-they are not visitors
- Family Friendly Signage
- Remove Clutter
- Private Rooms
- Art Cart
- Recruit More Patient/Family Advisors
- Reduce Overhead Paging
- MDs as Partners
- Assign Interpreters Geographically
- More Patient/Family members on committees

More Green Lights...

- Parent Training
- Began Teaching the Concept of Family Centered Care
- Family Advisory Councils started on all campuses
- Family Representative invited to key hospital committees

Began Teaching the Core Concepts of PFCC

- Parent-Professional Team Teaching
- Presented to established staff and education meetings:

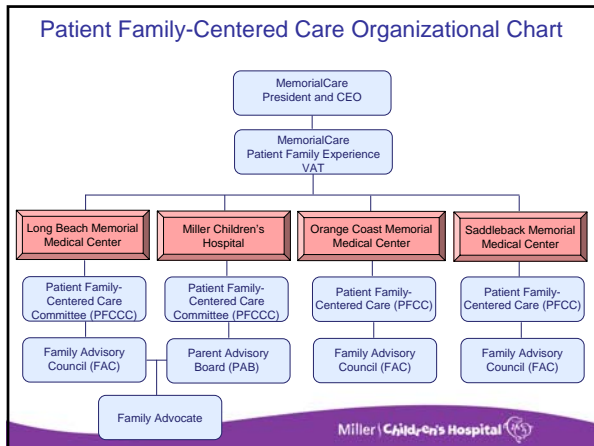
New Hire Orientation
RN Preceptors
RN New Grad Orientation
Medical Residents
PICU/NICU/ICU
Emergency Department
Partnership Councils

Pit stops along the road...

- Coordinated effort with Customer Service
- Seasoned staff resistant
- Time Resources of Staff
- Culture shift is difficult
- Need for data driven results

Accomplishments

- Family Advocate FTE created
- Improved pt satisfaction scores
- Improved staff satisfaction scores
- Family member on hospital boards
- Developed a Parent to Parent Support Program (multi language)
- Family involvement in policy development and revision



Future Accomplishments

- Family Faculty Training
- Increase family presence on committees
- Ensure all signage is family friendly
- Improve surgical process for patients and families
- Improving the Outpatient experience in our clinics
- Involving families in the LEAN process for improvement

Miller Children's Hospital

Questions???

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