

Hospital Quality Improvement

Collaborators:

Alabama Hospital Association KFMC Health Improvement Partners
Comagine Health Konza
Georgia Hospital Association Alliant Quality

Coaching Package

Patient and Family Engagement (PFE)

This quality improvement tool assists hospitals to identify interventions and document action plans associated with improving patient and family engagement. Resources and professional associations are also provided for reference.

Facility/Hospital Name: _____ Date Completed: _____

Top Ten Interventions		Action Plan
1	Metric 1: Planning checklist provided to patients during pre-admission and hospital stay to ensure they are knowledgeable about their stay and the care that will be provided (e.g., elective surgery).	
2	Metric 2: Discharge checklist provided to patients during their hospital stay and at discharge to ensure they understand their discharge instructions and follow-up care.	
3	Metric 3: Shift change huddles at bedside or bedside rounding with patients and families.	
4	Metric 4: Accountable leader who is responsible for patient and family engagement in the hospital.	
5	Metric 5: Hospitals having an active PFE Committee or other committees where patients are represented and report to the Board.	

Top Ten Interventions		Action Plan
6	Patient and Family Advisory Council (PFAC) Structure and Operations: Executive sponsor, bylaws, annual goals, meets regularly, and has an agenda and minutes for every meeting.	
7	PFAC Recruitment and Onboarding: Recruitment is ongoing, clinicians/staff members help identify potential members who reflect the diversity of communities served and onboarding is provided covering the PFA role and hospital quality and safety work.	
8	PFAC Evaluation and Reporting: Annual evaluation that measures outcomes and impact of activities on quality improvement, patient harm, and/or health disparities.	
9	Examples of PFACs include reviewing patient education and communication materials, hand washing, navigating the hospital/wayfinding, and improving discharge and care transitions.	
10	Seek and learn from the patient and family perspective. Examples include hospital leaders conducting patient-centered rounds or having all managers “spend the night” in the hospital and complete a survey for improvement opportunities.	

Links to Resources
PfP Strategic Vision Roadmap for Person and Family Engagement (PFE) Achieving the PFE Metrics to Improve Patient Safety and Health Equity
Care Transitions from Hospital to Home: IDEAL Discharge Planning
Nurse Beside Shift Report
Working with Patients and Families as Advisors
Tips for Starting a PFAC for Quality and Safety
Patient and Family-Centered Care and COVID-19

Professional Association Websites
Institute for Patient and Family Centered Care
Patient and Family Centered Care PFCC partners
The Beryl Institute

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