

Tampa General Hospital PFAC; Enhancing Inclusion of the Patient Voice To Reduce Readmissions

Welcome!

- All lines are muted, so please ask your questions in Q&A.
- For technical issues, initiate a chat with the Technical Support panelist.
- Please actively participate in polling questions that will appear on the lower right-hand side of your screen.

**We will get
started shortly!**

Tampa General Hospital PFAC; Enhancing Inclusion of the Patient Voice To Reduce Readmissions



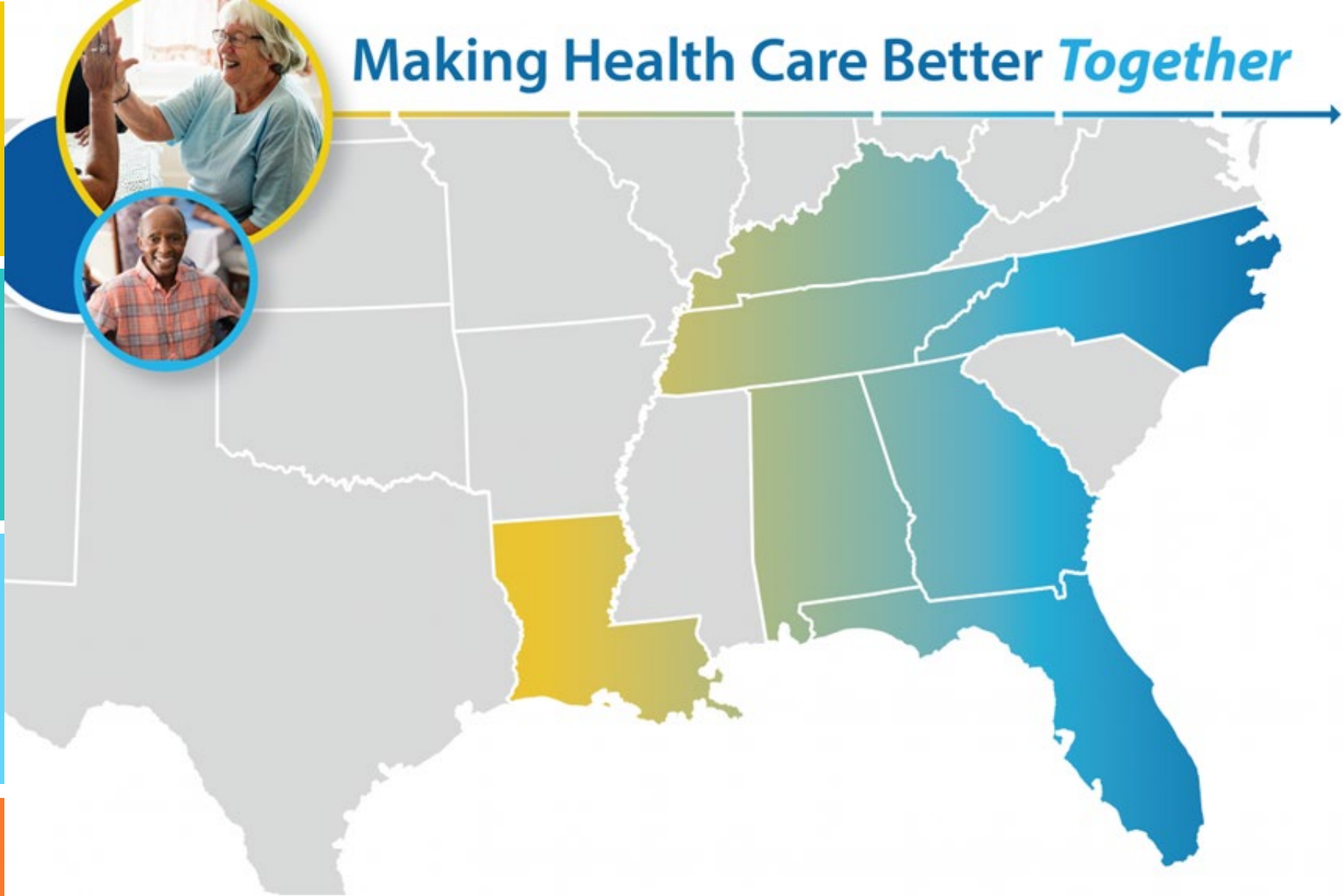
June 23, 2022

Linda McCluskey, PFAC Executive Co-Chair
Kristen Kellar, Manager of Patient and Family Engagement

 **ALLIANT**
HEALTH SOLUTIONS

QIN-QIO
Quality Innovation Network -
Quality Improvement Organizations
CENTERS FOR MEDICARE & MEDICAID SERVICES
QUALITY IMPROVEMENT & INNOVATION GROUP

Making Health Care Better *Together*



Carolyn Kazdan, MHSA, NHA

SENIOR DIRECTOR, CARE COORDINATION AND NURSING HOME

Ms. Kazdan is the director of health care quality improvement for IPRO, the Medicare Quality Improvement Organization for New York State. Ms. Kazdan leads IPRO's work with Project ECHO® and serves as the Care Transitions Lead for Alliant Quality. Ms. Kazdan previously led IPRO's work with the NYS Partnership for Patients and the Centers for Medicare & Medicaid Services (CMS) Special Innovation Project on Transforming End of Life Care in the Nassau and Suffolk County region of New York State. Prior to joining IPRO, Ms. Kazdan served as a licensed nursing home administrator and interim regional director of operations in skilled nursing facilities and continuing care retirement communities in New York, Pennsylvania, Ohio and Maryland. In addition, Ms. Kazdan has served as a senior examiner for the American Healthcare Association's National Quality Award Program and currently serves on the MOLST Statewide Implementation team and Executive Committee. Ms. Kazdan has a master's degree in health services administration from The George Washington University.

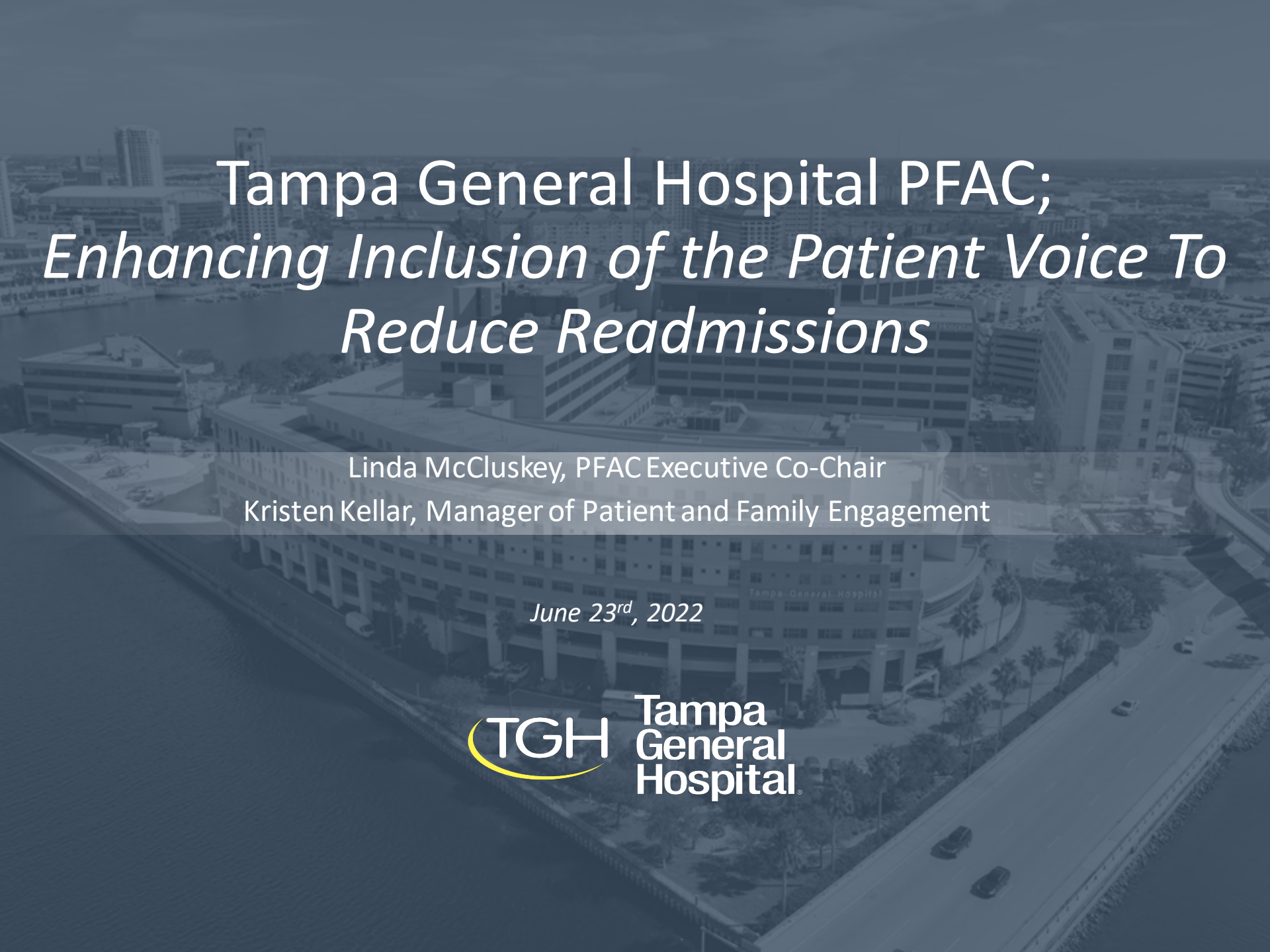


Carolyn enjoys visiting her grandchildren, photography, crocheting, needlepoint, reading and being at the beach!

"I don't have to chase extraordinary moments to find happiness - it's right in front of me if I'm paying attention and practicing gratitude"

— Brene Brown

Contact: ckazdan@ipro.org



Tampa General Hospital PFAC; *Enhancing Inclusion of the Patient Voice To Reduce Readmissions*

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June 23rd, 2022





AT THE CONCLUSION OF THIS PRESENTATION
PARTICIPANTS WILL BE ABLE TO:

OBJECTIVES

- Define and understand the importance of patient voice inclusion, specifically involving an organized Patient and Family Advisory Council (PFAC) in decisions involving patient-facing materials and processes.
- Learn specific ways PFAC involvement can contribute to readmission reduction in hospital settings.



The TGH PFAC is:

A diverse group of **45 community professionals** made up of former and current patients, family members and/or caregivers who want to help TGH become the safest, most innovative academic medical center in the country.

Vision for Patient Family Advisory Council

The Patient Family Advisory Council will be an integral part of driving the organization forward in becoming the safest and most innovative academic medical system in America.

“Nothing about me without me”



PFAC IMPACT

Hospitals with high-performing PFACs*:

- Have higher overall **HCAHPS ratings** (87.2%) than lower-performing PFACs (86.5%), which in turn have higher ratings than hospitals with no PFAC (84.7%).¹
- Have lower rates of **pressure ulcers** ($p < .05$), **sepsis and septic shock** ($p < .01$), and 30-day hospital-wide **readmissions** ($p < .01$) than lower-performing PFACs.¹
 - Have a higher rate of recommendation and higher overall **hospital rating** compared to hospitals with no PFAC.¹
- Are associated with **improved patient outcomes**, higher patient ratings of hospital quality and decreased use of healthcare services.²

TGH PILLARS



Quality, Patient
Satisfaction &
Value



Operational
Excellence



Talent
Management &
Team Member
Development and
Engagement



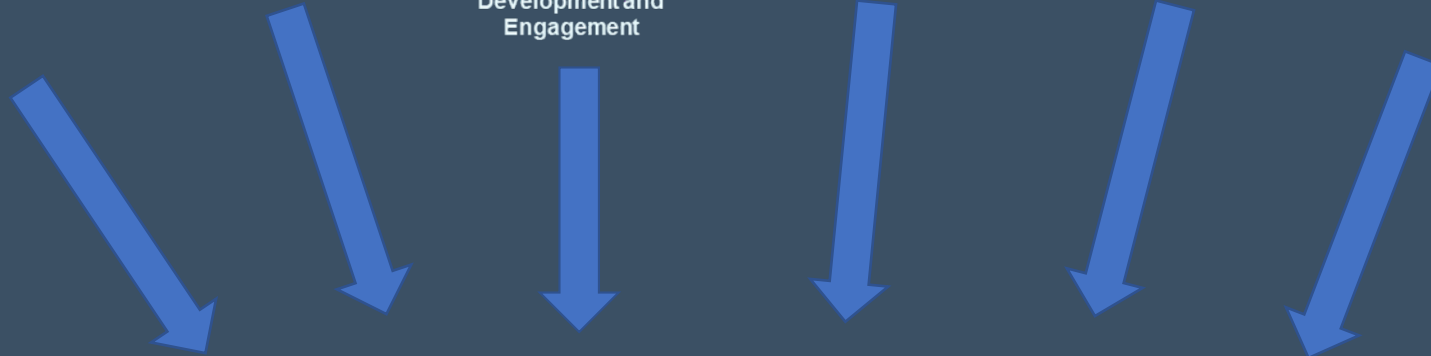
Physician
Alignment



Market Growth
Strategy



Consumer-Focused
&
Retail-Ready



Perspective of the Patient Participant

Focus Groups

Consultations

Educational Opportunities and Training

Shadowing with Feedback

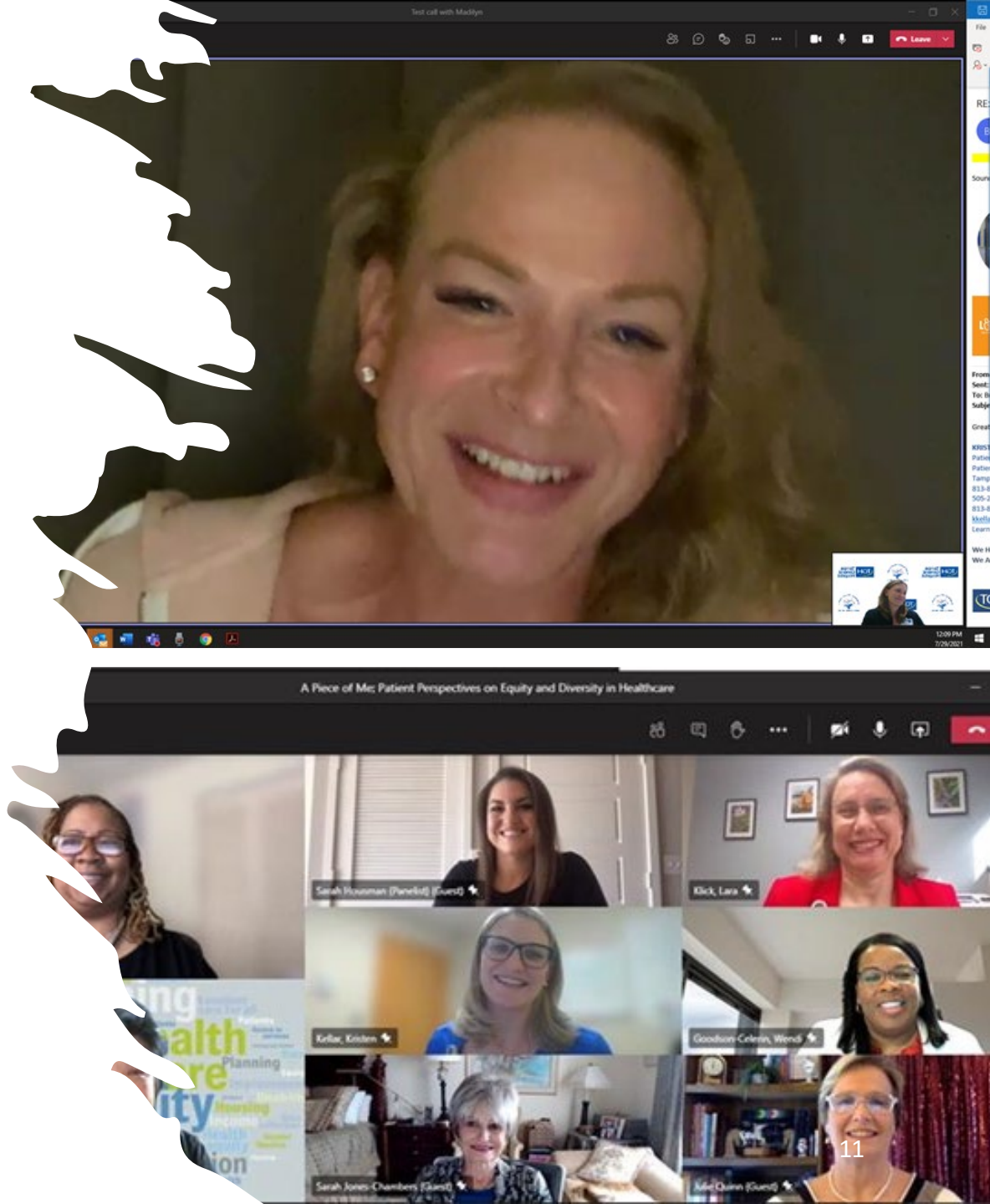
Participation on Standing Workgroups and Committees

Review of Patient Facing Materials

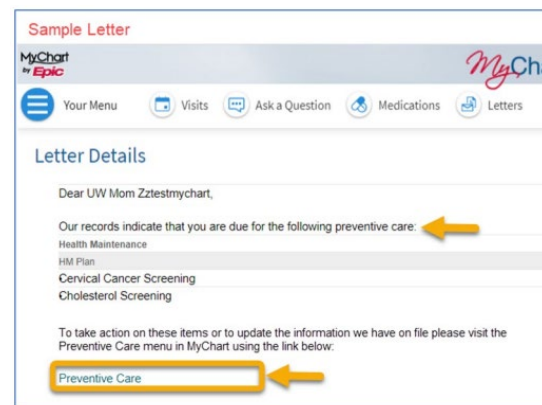
Pillar 1. Embrace & Enhance Quality, Patient Satisfaction & Value

Professional, qualified advisors serve on multiple quality-related internal TGH committees, including the Patient Safety Committee, Best Practice Innovation Committee and the Equity Domain Committee, among others.

- *Transgender Advisor Madilyn Lunsford serves with **the SOGI data subcommittee** of the Equity Domain Committee*



Reducing Patient Admissions and Readmissions



PFAC collaboration with:

- Transitional Care Center patient education
- MyChart/After Visit Summary (AVS) discharge instruction interpretation and improvement
- Heart Failure Work Group; Patient Education Booklet enhancement
- Patient Health Maintenance reminder communication

PFAC is a process improvement resource helping to identify barriers to success



Document revisions feedback by section

Section: Medications

Joe- Please add/give examples of some of the medications (so many, big names, etc and not all are commonly known). Include common examples under each medication class.

Sarah- meds section is a good time/location for a table to make the info more visually appealing. Divide things up with columns to make it easier to take in. This will help it not be so overwhelming (people will skip over it if it's overwhelming)

-Amanda: Great idea, maybe we could add a table with columns for medication class, abbreviated medication name, common meds examples

-Hope: Maybe add in common side-effects column too



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Follow-up Appointments	16
Managing Your Feelings	16
Health App	16
Community Resources	17

Heart Failure Patient Education Booklet

Health Maintenance Letter

Letter by Health Maintenance on 7/15/2020



Tampa FL 33606

July 15, 2020

Dear ,

In addition to helping you feel better when you are sick, we are interested in preventing illness and injury in the first place. This Health Maintenance reminder is designed to promote health, maintain maximum function, and prevent illness. In the spirit of maintaining your good health, our system indicates that you are due for the following:

Health Maintenance Due

Topic

- Annual Exam
- Initial Medicare Exam
- Mammogram

Please note, the health maintenance topic(s) listed are recommendations only. Please call your Providers office so we may assist you in maintaining your good health.

d NOT receive any LIVE vaccines. For any questions, please am.

TGH/USF/Partners LOGO

Dear ,

As your health care provider, we are interested in preventing illness in addition to helping you feel better when you are sick. This Health Maintenance reminder is designed to promote health and prevent illness.

According to the information in our electronic health record, you may be due for the following important services:

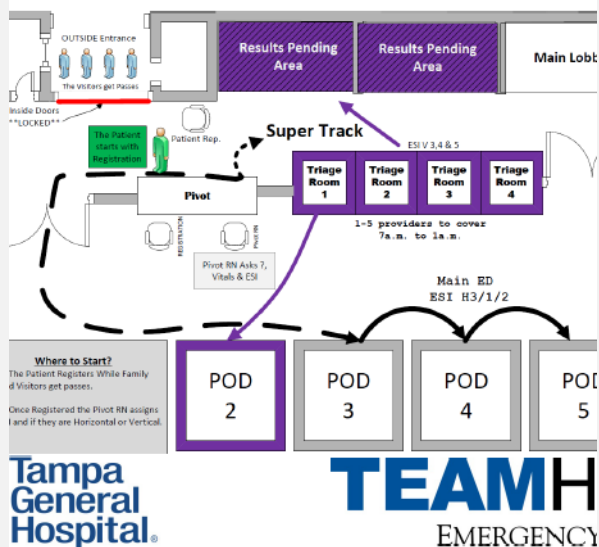
We care about your health and we urge you to schedule an appointment with your health provider to address the above gap(s) in your care.

These services may have been completed elsewhere and not captured in our records. We also know that there may be situations where these reminders may not apply to you, so please contact your provider if you have any concerns.

Your Healthcare Team



Overview of Split Flow



A Piece of Me; Patient Perspectives on Equity and Diversity in Healthcare
Presented by the TGH Patient and Family Advisory Council

Join us for an exciting panel event featuring four unique patient perspectives regarding unconscious and conscious biases and discrimination in healthcare. Hear the voices of real patients who've experienced marginalization due to race, sexual orientation, body type and age, and gain concrete skills and knowledge regarding how YOU can help create an equitable and patient-centered environment at TGH.

Friday January 15th, 2021
12:30-1:30pm
CEUs available*

*CE Tracking #: 20-763727. TGH is an approved provider for multiple professional practice boards in the state of FL. (Provider # 30-1943). CME and Pharmacy credit is not provided. Event has now been approved through USF for PT and PTA CEUs through USF.

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Event Executive Sponsors:
Wendi Goodson-Celerin, Vice President Acute Care
Dr. Lucila Ramiro, Vice President- Tampa General Medical Group
Lara Klick, Vice President, Chief Patient Experience Officer

Pillar 2. Achieve & Sustain Operational Excellence

- Participation in policy development
- Advisor patient actors for clinical skills practice
- Active participation in projects related to flow, efficiency and effectiveness
- Patient education materials, heart failure, new heart transplant care, Transitional Care flyer
- Quarterly Expert and Patient Panel Series with CEUs

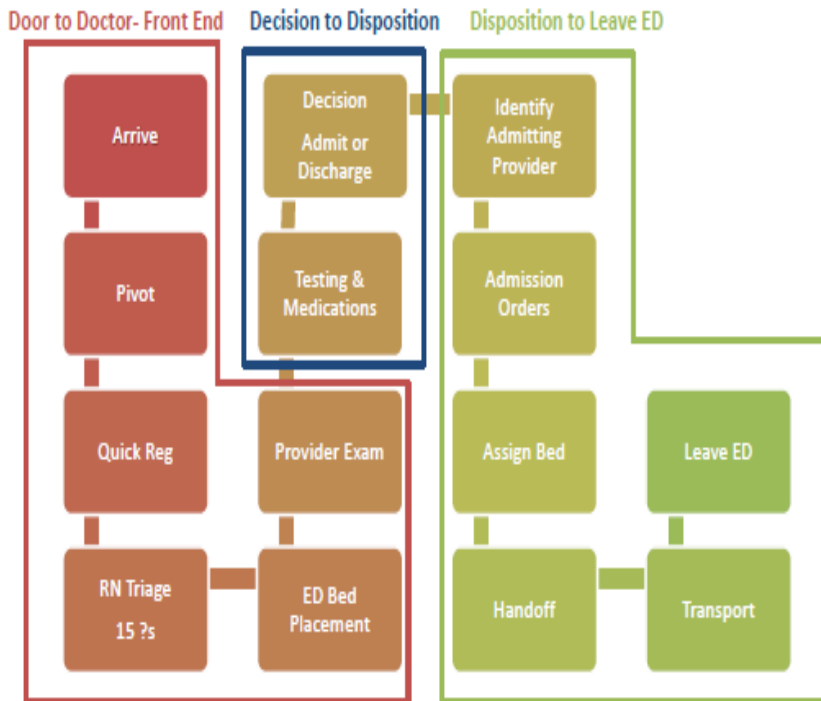
Pillar 4. Gain Acceptance & Optimize Physician Alignment Strategies

- Focus groups and work groups across the organizational continuum:
 - University of South Florida Tampa General Physicians (USFTGP)
 - TGH Urgent Care Powered by Fast Track
 - TGH Imaging Powered by Tower*
- Enhancing capture of the patient and team member stories to recognize provider impact on the lives of patients and increase team member resiliency
- Emergency Department patient workflow improvement to meet growing census needs and staffing challenges

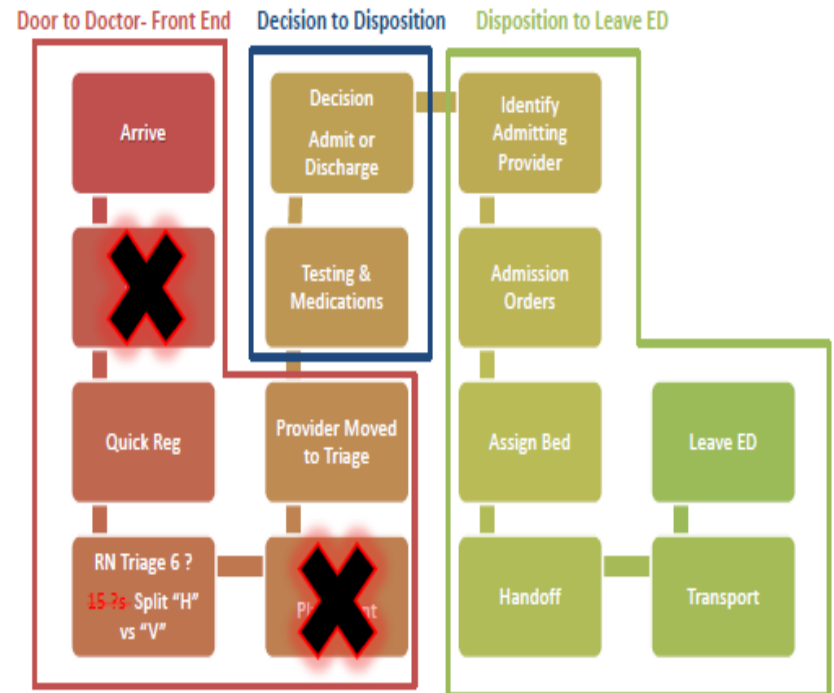


NEW ED PATIENT WORKFLOW

Steps of Flow Prior to Implementation



Steps Eliminated with Implementation



“In the new process, patients are introduced to a nurse and doctor immediately upon their entrance into a triage exam room.”

“They worked very efficiently as a team and saw a patient about every 10 minutes.”

ED Patient Flow Advisor Feedback

“Dr. Wein explained the triage rooms and how ER patients would be seen quickly by an RN and MD and med tech, and be directed to what was needed, i.e. labs, X-ray, psych, etc.”

“Staff calls and texts the patients on their cell phones to update them as needed to provide better expectation on wait times.”

“The ED now has a commitment at each step to update the patient immediately via text or call.”

Pillar 6. Become Consumer-Focused & Retail Ready

- Direct feedback on construction and growth
 - Advisor representation on Bayshore Expansion Committee and TGH Children's Hospital renovations
- Direct feedback on innovation strategies
 - Wayfinding and signage - main campus
 - Patient Room of the Future touchpoint mapping; digital whiteboard and hallway display
 - New TGH website



Hello, Betsy

Today is Monday - April 3

Your Care Team

Nurse Tina 6845	Nurse Assistant Jenny 6325
Primary Physician Dr. Jones	Care Manager Clark

Your Information

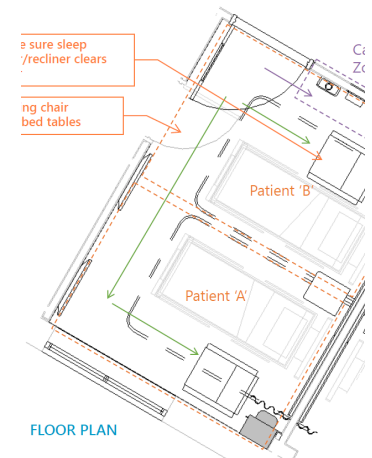
Pain Level 6	Mobility	Bed Rest	Fall Risk HIGH
Next Pain Medication 10:45 am	Allergies ABILIFY, Cats, DILAUDID	Diet Cardiac	Potential Discharge 48 hours

Plan For The Day

- Cardiogram
- Eat solid foods
- Walk to/from bathroom

MY ALERTS - CALL NURSE

SEMI-PRIVATE PATIENT ROOM -



FLOOR PLAN

Feeling mild COVID-19 symptoms? For the safety of our community, you do NOT need to visit the emergency department unless critical symptoms are experienced. Visit our COVID-19 hub to learn more. VISIT THE COVID-19 HUB >

TGH Tampa General Hospital

ABOUT TGH | HEALTHCARE PROFESSIONALS | CAREERS | GIVING OPPORTUNITIES

FIND A DOCTOR | FIND A LOCATION | INSTITUTES & SERVICES | PATIENTS & VISITORS | RESEARCH & INNOVATION

MYCHART | SCHEDULE NOW

IN THIS SECTION +

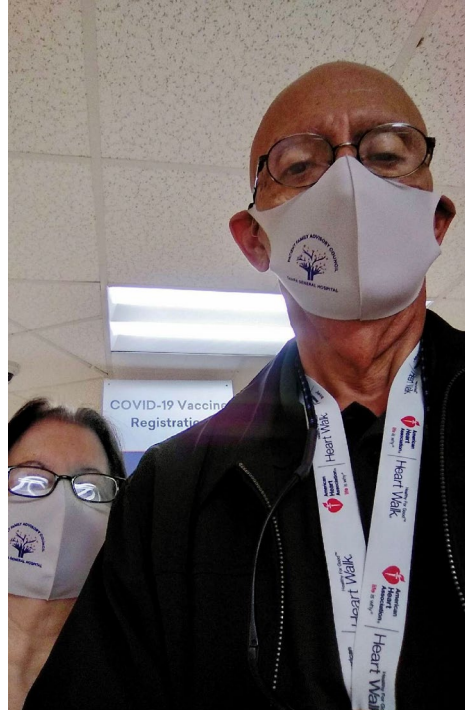
ABOUT TAMPA GENERAL HOSPITAL

What's Next?

We aim to:

- **Expand** advisor representation on internal committees throughout the organization
- **Challenge** every team member and leader to ask *how was the patient voice included* when creating projects and processes
- **Increase** the patient voice and PFAC influence enterprise-wide, aligning with and growing with the health system
- **Improve** patient outcomes through active roles in safety and quality initiatives





OUR CHALLENGE TO YOU:

Talk with your facility's PAC or Family Council and identify one readmissions-related initiative to begin involving patient and family advisors.

QUESTIONS???

Closing Survey

Help Us Help You!

- Please turn your attention to the poll that has appeared in the lower right-hand side of your screen.
- Completion of this survey will help us ensure our topics cater to your needs.



CMS 12th SOW Goals



Behavioral Health Outcomes & Opioid Misuse

- ✓ Promote opioid best practices
- ✓ Decrease high dose opioid prescribing and opioid adverse events in all settings
- ✓ Increase access to behavioral health services



Patient Safety

- ✓ Reduce risky medication combinations
- ✓ Reduce adverse drug events
- ✓ Reduce C. diff in all settings



Chronic Disease Self-Management

- ✓ Increase performance on ABCS clinical quality measures (i.e., aspirin use, blood pressure control, cholesterol management, cardiac rehab)
- ✓ Identify patients at high-risk for developing kidney disease & improve outcomes
- ✓ Identify patients at high risk for diabetes-related complications & improve outcomes



Quality of Care Transitions

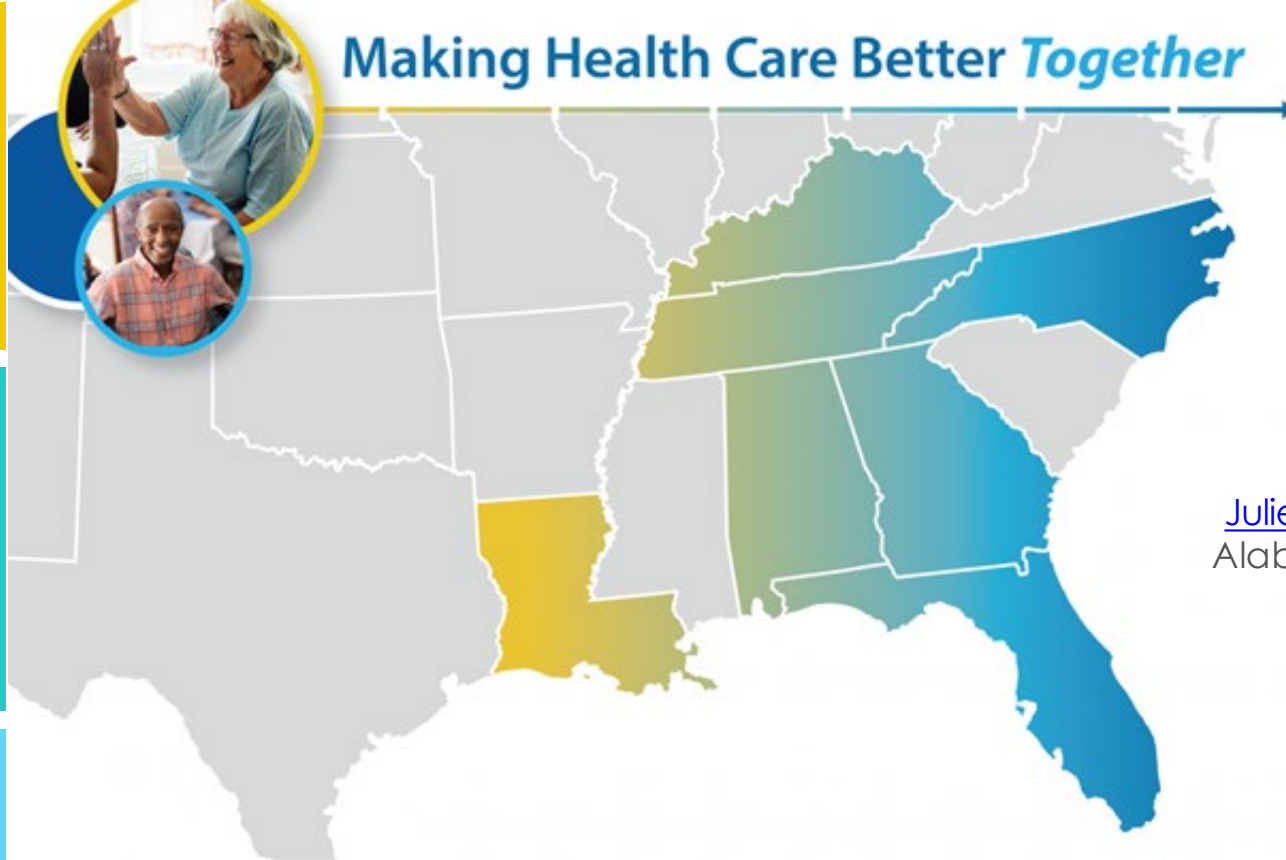
- ✓ Convene community coalitions
- ✓ Identify and promote optical care for super utilizers
- ✓ Reduce community-based adverse drug events



Nursing Home Quality

- ✓ Improve the mean total quality score
- ✓ Develop national baselines for health care related infections in nursing homes
- ✓ Reduce emergency department visits and readmissions of short stay residents

Making Health Care Better *Together*



Julie Kueker
Julie.Kueker@AlliantHealth.org
Alabama, Florida and Louisiana



Leighann Sauls
Leighann.Sauls@AlliantHealth.org
Georgia, Kentucky, North Carolina and
Tennessee

Program Directors



Readmissions Twitter Chat

SAVE THE DATE!

TUESDAY, JUNE 28, 2022 | 11 A.M. - 3 P.M. ET

PARTICIPATE AND FOLLOW THE CHAT USING #ChatWithAlliant ON TWITTER.

[How to Participate in Alliant's Readmissions Twitter Chat](#)

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