

# Our Journey

to Patient and Family Engagement

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with patient input

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# Our Journey to Patient and Family Engagement

## Advocate Sherman Hospital, Elgin



### Our Approach

We're committed to transforming the patient experience by listening to our customers and engaging patients and families.

### Our Leadership

By keeping patients/families at the center of everything we do, our leadership culture creates an environment for success.

Our journey began March 2010



### Our Accomplishments

Our Patient/Family Advisory Council (PFAC) has been essential in driving improvements in over 50 projects in the last few years, including:

- Patient experience simulation labs
- Radiology wayfinding
- Pre-op communication
- Discharge education
- Patient communication boards
- Sexual orientation/gender identity best practices

Our Patient/Family Partners (PFP) are instrumental members of our hospital improvement committees, including:

- Emergency Department
- Family Birthing Center
- Diabetes Advisory
- Falls Prevention
- Veterans' Appreciation
- Diversity & Inclusion

### Our Investment



# 1.2k

Hours volunteered



# 8

**Patient/Family partners**  
Advocate Sherman leaders support our monthly meetings.

### Our Results

# Top 10%

Ranking in HCAHPS RN Communication

Prior to simulation labs, our performance was below the top 25%

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# Our Journey to Patient and Family Engagement

## AMITA Health Adventist Medical Center Bolingbrook



### Our Approach

Our Patient and Family Advisory Council (PFAC) encourages staff to be more conscious of the needs and concerns of patients and families.

### Our Leadership

Our Chief Nursing Officer was instrumental in implementing, securing funds and supporting this cultural change organization-wide.

Our journey began January 2018



### Our Accomplishments

We are in the early stages of our work in patient and family engagement. In a short time, we have:

- Established a charter, executive sponsor and PFAC leads
- Instituted interview and orientation processes
- Enlisted 2 patient and family advisors in 2018 and 7 in 2019
- Trained our PFAC members in high reliability

- Developed a PFAC reporting structure
- Improved wayfinding
- Changed cleaning practices
- Improved the culture and inpatient experience

Our PFAC of 9 dedicated community members meets monthly with hospital staff to share ideas and identify solutions.

### Our Investment



# \$12k

Food, lodging, tools and supplies



# 40

Hours/year: Time devoted by Executive Sponsor

### Our Results

# 13%

Increase in Patient Satisfaction scores

# 13%

Increase in Responsiveness

# 15%

Increase in Room Cleanliness

# 13%

Increase in Willingness to Recommend

# "A"

Grade from The Leapfrog Group



Met CMS Metric 4 in Patient and Family Engagement

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

**AMITA Health Alexian Brothers Medical Center, Elk Grove Village**

**AMITA Health St. Alexius Medical Center, Hoffman Estates**



## Our Approach

We focus on listening and making connections with our patients to understand their care goals and deliver patient-centered care.

## Our Leadership

Our leaders are supportive and encourage us to listen to our patients so we can improve safety, quality and patient experience.

Our journey began October 2015



## Our Accomplishments

Our Patient Family Advisory Council (PFAC) has guided improvements in:

- Joint Replacement Center design and opening
- Pre-op joint booklet and training
- Discharge medication information
- Fall and VTE prevention
- Central-line infection prevention
- AMITA Health Check mobile app

- Pet therapy
- Website design
- Inpatient surgical tracking board
- Preadmission checklist
- Care partner strategies
- Handwashing
- Sepsis prevention

Our 9 dedicated advisors also participated in our Kaizen process and were trained in CMS “Person and Family Engagement” metrics.

## Our Investment



**40**

PFAC meetings with dinners



**320**

Hours volunteered by patient and family advisors

## Our Results

**9**

Dedicated patient and family advisors

**8**

AMITA Health leaders



Ongoing feedback



New ideas on process redesign



Centers on patient needs



Enhances community engagement

**Strong Partnerships** for Better Patient Outcomes

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# Our Journey to Patient and Family Engagement

## AMITA Health Behavioral Medicine Institute, Hoffman Estates



### Our Approach

We work to strengthen collaboration with our patients, families and community partners to deliver safe, compassionate care.

### Our Leadership

Two executive leaders are part of our PFAC and our CEO regularly attends our meetings to greet members and share hospital updates.

Our journey began November 2014



### Our Accomplishments

Our Patient Family Advisory Council (PFAC) has helped guide several initiatives, providing feedback on:

- Patient experience from lobby to assessment
- Patient materials
- Patient discharge legacy loom
- Virtual reality demonstration
- Press Ganey surveys
- New residential treatment center
- Website enhancements

- New EMR system
- Care delivery
- Mentor program
- Contraband and patient belongings process
- Outpatient orientation process
- Treatment framework

With 16 former patients and family members, our PFAC provides invaluable insight and feedback to enhance care.

### Our Investment

 **360**  
Hours volunteered

 **30**  
PFAC meetings

### Our Results

**TOP 25%**  
In Outpatient Satisfaction from Press Ganey

**16**  
Former patients and family members

**3**  
Leaders

**6**  
Meetings per year

 **Met PFE Metrics 2, 4 & 5**

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## AMITA Health Cancer Institute, Hinsdale



### Our Approach

We strive to integrate the voices of patients and families into everyday operations by listening to our patient/family advisors.

### Our Leadership

Our advisors had a successful first year, thanks to AIC leadership. Their support is key to our engagement efforts.

Our journey began October 2018



## Our Accomplishments

Our Signage Walkabout Project was designed to help our patients easily find their way around our facility. Advisors recommended new signage to enhance patient experience. This project led us to implement a new process for checking in patients.

Our Patient Handbook Quality Study sought to include patient

input into their handbook, helping them to be:

- Better informed
- More prepared for treatment
- Equipped to better manage symptoms
- More empowered as patients
- Heard as important partners in their own care

### Our Investment

 **76**

Hours volunteered by community members and AIC staff

### Our Results



**Patient advisor elevated to council co-chair**

**7**

**Members recruited in 2019**

**5**

**Projects completed**



**Created more friendly environment**



**Minimized patient stress**



**Reduced wait times**

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## AMITA Health Resurrection Medical Center Chicago



### Our Approach

We partner with our patient and family advisors to increase communication, improve satisfaction and enhance quality initiatives.

### Our Leadership

Hospital leaders regularly attend our Patient and Family Advisory Council meetings and feedback is shared with senior leadership.

Our journey began December 2017



### Our Accomplishments

Our Patient and Family Advisory Council (PFAC) has developed and executed several projects since its inception:

- Fall risk brochures for the rehab floor
- Hand hygiene campaign
- Wayfinding signage
- Admission packets
- Training of PFAC members to support our high-reliability journey

- Pre-surgical process enhancements

Our PFAC meets quarterly and is comprised of 7 dedicated members. Going forward, we plan to work on the following projects:

- Patient education brochures
- Community health projects
- Hospital-wide tours to identify improvements

### Our Investment



# 135

Hours volunteered by community members



# 7

PFAC meetings since inception

### Our Results

# 1 of 4

Illinois hospitals to achieve The Leapfrog Group's 100 top teaching hospitals in 2018

# "A"

Grade from The Leapfrog Group

# Top 50

Hospital from Healthgrades

# 4

CMS PFE Metrics met

# Our Journey to Patient and Family Engagement

## AMITA Health Saints Mary and Elizabeth Medical Center, Chicago



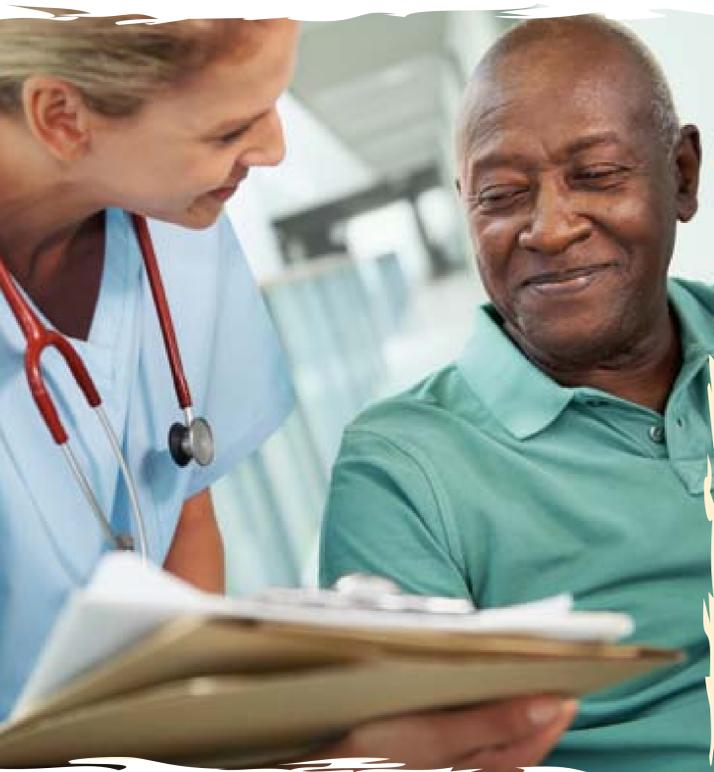
### Our Approach

We partner with our patients to best serve our community and to enhance our hospital's delivery of safe and compassionate care.

### Our Leadership

Our leadership team is committed to growing our PFAC. Leaders seek guidance from our advisors and implement suggested changes.

Our journey began May 2015



### Our Accomplishments

Our Patient Family Advisory Council (PFAC) has provided invaluable input on several hospital projects, including:

- Inpatient guidebook edits
- Outpatient registration redesign
- ED tour and ED triage poster
- Wayfinding updates
- Inpatient "Quick Tips" guide
- Magnet community forum
- High-reliability journey
- Cancer Center art selection
- New hire orientation video
- Celebrating Brittany's Story—community recognition event
- Joint Commission readiness—touring facility and staff interviews
- Surgery preparation packet review
- Inpatient room and admission review
- Press Ganey survey education

### Our Investment

 **350**  
Hours volunteered

 **26**  
PFAC meetings

### Our Results

**8**  
Community Members

**4**  
Hospital Staff Members

**6**  
Meetings per year

 Ongoing feedback

 Better wayfinding outcomes on Press Ganey surveys

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## Carle Foundation Hospital, Urbana



### Our Approach

We partner with patients and their supporters to provide exceptional experience and outcomes for the communities we serve.

### Our Leadership

A key to our success has been the continuous support and engagement of Carle administrative and medical leadership from the start.

Our journey began June 2016



### Our Accomplishments

Our 8 Patient and Family Advisory Councils (PFACs) have been influential throughout numerous initiatives and improvements:

- Wayfinding
- Kiosk check-in
- Advance care planning
- MyChart navigation education
- Discharge paperwork
- No-Pass Zone
- Patient education

- Patient assessment/intake revision
- Convenient care wait times
- Discharge folder development
- Patient access solutions

These remarkable community members and leaders are deeply committed to creating an environment of compassionate, patient-centered care.

### Our Investment



# 750

Hours volunteered by community members



# 153

PFAC Meetings

### Our Results

# 57

Community members

# 30

Carle leaders

# 32

Meetings per year

# 8

PFACs



Mutually beneficial partnerships



Ongoing feedback

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## Edward-Elmhurst Health, Naperville



### Our Approach

We integrate the voice of our patients and families to guide our vision of a safe, seamless and personal healthcare experience.

### Our Leadership

Our leaders value the input of our patients and families and have always supported efforts to foster increased engagement.

Our journey began January 2007



### Our Accomplishments

Our 3 active Patient Family Advisory Councils (PFACs) have contributed to the organization in many ways, including:

- Interviewing candidates for management positions and nurse residents
- Designing patient rooms in the new Elmhurst Hospital and refurbished units at Edward Hospital

- Choosing decor and furniture in outpatient buildings
- Designing patient discharge, bills, education and other communication materials
- Creating a new patient welcome video
- Speaking at staff retreats
- Serving on hospital committees

Planetree has recognized our PFACs for excellence.

### Our Investment

 **400**  
Volunteer hours

 **200**  
PFAC meetings

### Our Results

**TOP**  
**25%**  
HCAHPS overall rating

**40**  
Community Members

**15**  
Edward-Elmhurst staff



Planetree Gold Certification for Person-Centered care

**“A”**  
Safety grade from The Leapfrog Group

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# Our Journey to Patient and Family Engagement

## Garfield Park Behavioral Hospital, Chicago



### Our Approach

We seek to improve mental health outcomes by providing affirmative treatment and patient-centered care to at-risk populations.

### Our Leadership

Our leaders believe in a collaborative approach to providing care and are strong supporters of patient and family engagement.

Our journey began July 2018



### Our Accomplishments

We developed two affirming programs—a specialized inpatient unit and service line—to address mental health issues among at-risk populations:

- Polaris Unit for LGBTQ adolescents
- Worthy Program for adolescent victims of sex trafficking

Current and former patients were part of the diverse project team

that developed the programs around patients’:

- Cultural traditions
- Personal preferences and values
- Family situations
- Lifestyles

These unique programs ensure patients are an integral part of the care team, collaborating with care providers in making clinical decisions.

### Our Investment



# \$92k

In staff time and training



# 110

Hours of staff time for trainings and workshops

### Our Results

# \$201k

Cost savings

# 14.5%

Reduction in readmissions in 2018



Increased awareness and acceptance



Improved patient outcomes



Increased patient satisfaction

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## HSHS Good Shepherd Hospital, Shelbyville



### Our Approach

HSHS Good Shepherd is committed to creating the best place for patients and their families to receive care.

### Our Leadership

Our leaders partner with patients and their families to provide an optimal patient experience. They regularly attend PFAC meetings.

Our journey began May 2018



### Our Accomplishments

Our Patient and Family Advisory Council (PFAC) meets quarterly. Since inception, our PFAC has helped guide the following projects:

- Opening a walk-in clinic as part of Good Shepherd Family Health, a rural health clinic
- Collaborating on the design of patient communication boards in the Medical/Surgical unit and in the Emergency Department

- Expanding the hours of our walk-in clinic
- Providing feedback on upcoming marketing campaigns

Five dedicated community members contribute their time, input and feedback to enhance care and the patient experience.

### Our Investment



# 5

Community members



# 1

Staff member

### Our Results

# 99<sup>th</sup>

Percentile  
AHRQ Culture of  
Safety survey

# 1.5k

Patient rounds  
completed by leadership

# 1.1k

Rounds by leadership  
on staff

# 90<sup>th</sup>

Percentile in Colleague  
Engagement from  
Press Ganey

# 90<sup>th</sup>

Percentile in Physician  
Engagement from  
Press Ganey

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# Our Journey to Patient and Family Engagement

## HSHS St. Anthony's Memorial Hospital, Effingham



### Our Approach

HSHS St. Anthony's is committed to creating the best place for patients and their families to receive care.

### Our Leadership

Our leaders regularly participate in project meetings to hear the patient voice first-hand. Their support has been instrumental.

Our journey began February 2019



### Our Accomplishments

Our Patient and Family Advisory Council (PFAC) launched a hand hygiene compliance initiative as our first project. As part of this initiative, our PFAC added the perspective of patients and families, resulting in the:

- Installment of electronic hand hygiene monitoring
- Utilization of Press Ganey hand hygiene performance

- Activation of the "Hold Us Accountable - Clean Hands Count" campaign

In addition, our PFAC has helped enhance wayfinding and improve pre-surgical packets.

With 15 dedicated community members, our PFAC meets 4 times a year to ensure decisions that impact patient care include the input of patients and families.

### Our Investment

# \$40k

HSHS quality grant

# 5

Hours/month for review of patient cards

### Our Results

# 100%

Hand hygiene compliance



Enhanced wayfinding



Improved pre-surgical packets



Addresses community concerns



Improves patient safety and quality of care

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# Our Journey to Patient and Family Engagement

## HSHS St. Elizabeth's Hospital, O'Fallon



### Our Approach

Using a patient-centered approach, we incorporate patient and family best practices to improve outcomes and increase communication.

### Our Leadership

Our leadership supports patient engagement. They regularly participate in project meetings to hear the patient voice first-hand.

Our journey began February 2018



### Our Accomplishments

We incorporate patient engagement best practices into a variety of quality and patient experience projects, including:

- Whiteboard communications
- Care Connections—sitting with patients at eye level and getting to know them
- “I Promise” training for all nursing staff

- Interdisciplinary rounds with patient-focused discharge plans

Our Patient Engagement team has 7 staff members who work diligently to enhance patient care. We utilized a patient-centered approach to decrease length of stay and promote early discharge.

### Our Investment



# 2

Hours of training for all new hires



# 52

Hours of staff time

### Our Results

# 78<sup>th</sup>

Percentile HCAHPS score—an improvement from the 50th percentile

# 99%

Whiteboard engagement compliance

# 95%

Care Connections compliance

# 84%

Patients discharged by 2 pm—an increase from 34%

# 3.8

Days—average length of stay, down from 4.2 days

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# Our Journey to Patient and Family Engagement

## HSHS St. Francis Hospital, Litchfield



### Our Approach

HSHS St. Francis is committed to creating the best place for patients and their families to receive care.

### Our Leadership

Our leaders partner with patients and their families to provide an optimal patient experience. They regularly attend PFAC meetings.

Our journey began November 2017



### Our Accomplishments

Our Patient and Family Advisory Council (PFAC) has helped guide several projects, including:

- The design of patient communication boards in all inpatient rooms and in the Emergency Department
- Feedback and input on HSHS St. Francis marketing campaigns

- Input on the remodeling of the Medical/Surgical unit and the Emergency Department

A core group of 13 community members devote their time to our PFAC to share ideas on how the ministry can better provide services to patients and families. To date, our PFAC has met 10 times.

### Our Investment



# 90

Hours volunteered by community members



# 50

Hours devoted by staff

### Our Results

TOP  
**12%**

HCAHPS ranking

# 87%

Of patients report being rounded on by leadership

# 5k

Patient rounds completed by leadership

# 1k

Post-discharge phone calls



5-Star HCAHPS rating from CMS

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## HSHS St. John's Hospital, Springfield



### Our Approach

HSHS St. John's is committed to creating the best place for patients and their families to receive care.

### Our Leadership

Our leaders partner with patients and their families to provide an optimal patient experience. They regularly attend PFAC meetings.

Our journey began June 2018



### Our Accomplishments

Our Patient and Family Advisory Council (PFAC) meets quarterly. Since it formed, our PFAC has helped guide several projects, including:

- Collaborating on the design of patient communication boards in adult inpatient areas, OB, pediatrics and the ED
- Creating a "joy cart" with games and activities for patients and families

- Providing feedback on Patient Guide booklets with the information needed during patients' stay
- Providing feedback on supplies patients receive upon admission

Our PFAC works to enhance care and advocate for patient-centered care across our ministry.

### Our Investment



# 6

Community members



# 2

Staff members

### Our Results

# 83<sup>rd</sup>

Percentile  
AHRQ Culture of  
Safety survey

# 33k

Patient rounds  
completed by  
leadership

# 33

Leaders rounding  
on patients in  
11 units

# "A"

Grade in Safety from  
The Leapfrog Group

# 7k

Post-discharge  
calls

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# Our Journey to Patient and Family Engagement

## HSHS St. Joseph's Hospital, Highland



### Our Approach

We provide a collaborative partnership with the community to promote the delivery of patient- and family-centered healthcare.

### Our Leadership

With their constant support, leaders at SJH have been instrumental in guiding this initiative from development to sustainment.

Our journey began June 2018



### Our Accomplishments

In just one year, our Patient and Family Engagement Council (PFEC) has been integral to leading change across three ministries: **St. Joseph's Hospital** in Highland, **St. Joseph's Hospital** in Breese and **Holy Family Hospital** in Greenville.

The council has given great feedback resulting in many positive modifications and new processes

to improve the patient and family experience. Our accomplishments include:

- Discharge folders
- Bathroom fixtures
- Signage modifications
- Staff recognition
- Lounge furniture
- Garden layout

Our committed PFEC members meet 6 times a year.

### Our Investment



# 5

Committee members



# 6

Meetings & 6 Meals to date

### Our Results



5-Star CMS Rating



5-Star Rating for Patient Experience



HCAHPS Top Performer



Ongoing feedback



Community relationship building

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## HSHS St. Mary's Hospital, Decatur



### Our Approach

HSHS St. Mary's is committed to creating the best place for patients and their families to receive care.

### Our Leadership

Our leaders partner with patients and their families to provide an optimal patient experience. They regularly attend PFAC meetings.

Our journey began May 2018



### Our Accomplishments

Our Patient Family Advisory Council (PFAC) meets 6 times a year to provide ongoing input into care delivery and patient experience.

Our dedicated group of patient advisors has helped guide the following projects:

- Adding charging stations in waiting areas
- Providing patient activity books and writing utensils at every nursing station
- Standardizing post-discharge calls
- Designing patient communication boards in the newly renovated ICU
- Providing feedback on Patient Guide booklets with the information needed during patients' stay
- Improving appointment scheduling at clinics

### Our Investment



# 13

Community members



# 2

Staff members

### Our Results

# 83<sup>rd</sup>

Percentile  
Culture of Safety rating  
from Press Ganey

# "A"

Grade in Safety from  
The Leapfrog Group

# 200

Post-discharge  
calls monthly

# 16k

Hours volunteered

# 15k

Patient rounds  
completed by  
leadership

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## Memorial Medical Center, Springfield



### Our Approach

We utilize the voice of our patients to improve the activities, initiatives and outcomes for the communities we serve.

### Our Leadership

From implementation to bimonthly meetings, leadership at Memorial has been supportive every step of the way.

Our journey began August 2016



### Our Accomplishments

Our Patient Experience Advisory Committee (PEAC) has been instrumental in guiding improvements in several areas:

- Opioids and pain management
- Pain medications
- Pain management
- Central-line infection prevention
- Fall prevention
- Self-scheduling app
- Pre-op materials

- Discharge medication information
- Discharge paperwork
- Discharge lounge
- Brochure messaging
- Care notes

This dedicated group of 10 community members and 10 Memorial leaders meets 6 times a year to provide ongoing feedback to enhance care and communication.

### Our Investment



# 150

Hours volunteered by community members



# 18

PEAC meetings

### Our Results

# \$51k

#### Savings

Based on feedback, we are not moving forward on a discharge lounge.

# 10

Community members

# 10

Memorial leaders

# 6

Meetings per year



Ongoing feedback



Meeting patient & family needs

Strong Partnerships for Better Patient Outcomes

## Northwest Community Healthcare, Arlington Heights



### Our Approach

We engage and empower our patients to ensure service excellence focusing on quality, safety, experience and value.

### Our Leadership

Our senior leadership values and supports our PFAC. They participate in meetings and appreciate the members' contributions.

Our journey began January 2016



### Our Accomplishments

Our Patient and Family Advisory Council (PFAC) has provided feedback and ideas in many areas of our organization, including:

- *Patient Family Guide*
- *Community Resource Guide*
- Enhanced patient billing
- MyChart improvements
- NCH Cares—values and standards
- Website navigation—find a physician
- Wayfinding and signage
- “Always Clean and Safe” campaign
- Medical group scripting—Medicare wellness visit vs. physicals
- Infection prevention—hand washing campaign
- Patient menu redesign

### Our Investment

 **665**  
Hours volunteered by community members

 **405**  
Hours dedicated by employees and senior leadership

### Our Results

**19**  
Community members

**34**  
Meetings to date

**8**  
Meetings per year

## Northwestern Medicine Central DuPage Hospital, Winfield



### Our Approach

Our patient advisors help plan and evaluate hospital services, improve quality and safety, and advance patient-centered care.

### Our Leadership

Our leaders embraced the idea of establishing a PFAC. They participate in meetings and support advancing PFAC recommendations.

Our journey began June 2017



### Our Accomplishments

Our Patient Family Advisory Council (PFAC) has provided invaluable feedback on a number of topics, including:

- Goals of care and conversations
- Patient social and demographic data collection
- After-visit summary document given to patients at discharge
- MyChart bedside—trial of app that provides partial EMR access for inpatients

- ED brochure
- Wayfinding
- Letter, signage, etc. on disruptive patients and families
- Apparel program standardizing uniform colors by role
- MyNM mobile app

With meetings every other month, our PFAC is an engaged and determined group working to enhance care.

### Our Investment



# 6

Meetings per year



Dinners provided for  
12 community members  
6 hospital leaders

### Our Results



Changed names of an entrance  
and adult bed tower



Updated signage to  
enhance wayfinding



Enhanced awareness of  
the patient perspective



Developed stronger  
partnerships with patients

# Our Journey to Patient and Family Engagement

## SIU Medicine, Springfield



### Our Approach

We created a strong partnership of organizational leadership and patients to improve patient-centered care and initiatives.

### Our Leadership

Our leaders have been incredibly supportive of patient experience and are a true asset to our delivery of patient-centered care.

Our journey began May 2018



## Our Accomplishments

Our Patient Experience Committee consists of physicians, providers, departmental leadership and patients who have received care from several medical specialties.

Their collaborative efforts have resulted in improvements in various areas, including:

- Patient documentation
- Access to care
- Scheduling initiatives, for example, post-hospital care

In the coming year, our goal is to expand the Patient Experience Committee. We are recruiting more patients to increase patient involvement.

Our #1 goal is patient-centered care so hearing from our patients is a top priority.

### Our Investment



# 30

Hours volunteered by patients



# 160

Hours contributed by staff

### Our Results



Increased access to care



Enhanced patient education



Improved communication



Improved the patient, employee and provider experience

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## Southern Illinois Healthcare, Carbondale



### Our Approach

Our Patient Family Advisory Council (PFAC) serves as a patient voice by making recommendations that address patient needs and priorities.

### Our Leadership

Our leadership is highly engaged in obtaining the patient voice at Board meetings, Kaizen events and environment of care rounds.

Our journey began May 2018



### Our Accomplishments

Our PFAC has integrated the patient, family and caregiver perspective into the following aspects of Southern Illinois Healthcare's delivery of care:

- Kaizen participation
- After-visit summary
- Top 10 patient wish list
- Environment of care rounds
- Re-branding design
- Environmental services signage

- PCU room and unit design
- COPD education materials
- Standardized uniforms
- Grateful patient program
- Joint camp designation
- Quality and patient safety focus

With 7 dedicated community members, our PFAC meets 12 times a year for ongoing dialogue and improvement.

### Our Investment



# 343

Hours volunteered by community members



# 15

PFAC meetings to date

### Our Results

# 7

Community members

# 3

SIH leaders

# 12

Meetings per year



Improved outcomes



Ongoing feedback



Meeting patient & family needs

Strong Partnerships for Better Patient Outcomes

# Our Journey to Patient and Family Engagement

## SwedishAmerican Health System, Rockford



### Our Approach

We provide a forum for patients and families to participate in decision making, information sharing and policy/program development.

### Our Leadership

Since we started our Patient Family Advisory Council (PFAC), leadership has been supportive, accessible and present to our PFAC members.

Our journey began January 2015



### Our Accomplishments

Our PFAC has provided guidance on a number of topics, including:

- Discharge packets
- Patient Family handbook
- Sepsis education
- EMR conversion
- MyChart adoption
- Opioid education for patients and providers
- Billing experiences
- Cancer survivorship

Our diverse Council consists of community members and SwedishAmerican employees who meet 10 times per year to provide their insight and recommendations for improving quality, service, safety, access, education, and patient/family satisfaction and loyalty.

### Our Investment



# 1k

Hours volunteered by community members



# 10

Meetings/year with meal tickets provided

### Our Results

# 8

Community members

# 5

Employees

# 2

Support staff members



Ongoing feedback



Patient-centered culture

Strong Partnerships for Better Patient Outcomes