

# Business As Usual: Patient and Family Advisors as Project Partners

## The Opportunity

The Hospital-Wide Patient and Family Advisory Council (HW PFAC) generates ideas for quality improvement and patient safety grounded in patient and family experience and provides valuable patient- and family-centered feedback on hospital priorities.

There is a trend in patient safety and quality improvement to integrate patient and family advisors into daily improvement work. BIDMC has used the HW PFAC as an impetus. This opportunity links directly to Patient-Centeredness as an IOM Dimension of Quality Care.

## Aim/Goal

To have bi-directional idea generation and communication between advisors and staff to inform and impact quality, safety, and the patient experience.

## The Team

- Hospital-Wide Patient and Family Advisory Council Members
- BIDMC staff teams that have partnered with the HW PFAC, including Inpatient Psychiatry, Inpatient Quality, Patient Satisfaction, and Patient Safety
- Patient and Family Engagement Staff (Barbara Sarnoff Lee, LICSW and Elana Premack Sandler, LCSW, MPH)

## The Interventions

Staff and advisors have worked over time to identify priority issues in need of improvement and relevant ways to involve advisors in policy, protocol, and practice change.

In order to create an environment in which HW PFAC feedback can be integrated into quality and safety and patient experience improvement efforts, the following approaches were used:

- soliciting input from advisors at the beginning of a project or process;
- seating staff working on priority issues on the HW PFAC;
- seating advisors as members of committees working on improvement efforts;
- inviting advisors to generate and coordinate PFAC projects; and
- engaging with advisors using e-mail and social networking technology.

## The Results/Progress to Date

Advisor-Indicated Need	Short-Term Outcome	Long-Term Outcome
<b>Improvement of Inpatient Psychiatry patient/family experience</b>	Advisor-driven meeting with Inpatient Psychiatry leadership	Creation of ongoing Inpatient Psychiatry Patient/Family Advisory Group
<b>Education for inpatients and families during hospitalization and at discharge</b>	Multiple Inpatient Quality projects with embedded advisors	Inviting advisors to partner on Flip the Discharge patient/family education initiative
<b>Inadequate information about patient/family resources and services</b>	Advisor-led working group on Hospital Navigation	Changes to inpatient Welcome Packet

Hospital-Indicated Need	Short-Term Outcome	Long-Term Outcome
<b>Improvement of apology and disclosure process</b>	Advisor feedback on CARE program (MACRMI)	Revision to apology and disclosure process and protocol; dissemination throughout MACRMI

## Lessons Learned

- Culture of bi-directional feedback results in short- and long-term quality, safety, and patient experience improvements.
- More alignment exists between patient/family advisor priorities and institutional priorities than anticipated.

## Next Steps/What Should Happen Next

These outcomes demonstrate the value of the HW PFAC in quality improvement.

- Continue to convene HW PFAC using principles of patient-centeredness
- Continue to empower advisors to develop, implement, and take leadership roles in projects

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