

Quality Improvement
Organizations
Sharing Knowledge, Improving Health Care,
CENTERS FOR MEDICARE & MEDICAID SERVICES


Lake Superior
Quality Innovation
Network
MICHIGAN | MINNESOTA | WISCONSIN



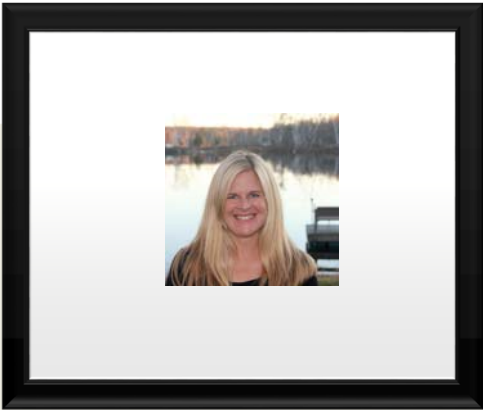
MINNESOTA ALLIANCE FOR PATIENT SAFETY
Safe care. Everywhere.


The Art of Engaging Residents and Families

for safer care
December 7, 2017




Lisa Juliar
**Engagement Specialist/
 Patient Partner**







What's my story?



A missed diagnosis



Adverse event



Daughter survived Sepsis

4



Objectives

- Understand benefits of including residents/families in quality & safety work
- Review the Include Always™ approach to increase resident/family engagement
- Understand your role in including residents and families as strategic partners
- Be inspired to authentically include residents in new ways

5

LET'S CHAT:

In what ways does your organization currently partner with residents and families on ways to improve safety and quality?



The Minnesota Alliance for Patient Safety

Vision:
Safe Care
Everywhere

Originally formed in 2000

- All volunteer, in-kind support

Incorporated in 2012

- Aligned with Stratis Health
August 2017

100 member organizations

- Across the continuum of care,
across the state, public,
private & patients



Magnitude of Harm Is Significant

- As many as **440,000 patient deaths** annually (James, 2013)
 - **1 in 10 patients** develops an adverse event during hospitalization (AHRQ)
- **1 in 2 surgeries** had a medication error and/or an adverse drug event (Nanji et al. 2015)
- **12 million patients** each year experience a diagnostic error in outpatient care (Singh et al. 2014)



RECOMMENDATION: HEALTH CARE PROFESSIONALS AND ORGANIZATIONS SHOULD PARTNER WITH PATIENTS AND THEIR FAMILIES AS DIAGNOSTIC TEAM MEMBERS AND FACILITATE PATIENT AND FAMILY ENGAGEMENT IN THE DIAGNOSTIC PROCESS, ALIGNED WITH THEIR NEEDS, VALUES, AND PREFERENCES.

**Improving
Diagnosis in
Health Care
Institute of
Medicine,
September
2015**



Recommendation: Partner with Patients and Families for the Safest Care. Patients and families need to be actively engaged at all levels of health care. At its core, patient engagement is about the free flow of information to and from the patient.

**Free From
Harm Report
2015
National
Patient
Safety
Foundation**



What is resident and family engagement?

- Residents and their families are treated as individuals and as members of the health care team.
- Staff actively listen to residents and families about what they want and need.
- Residents, families, and staff work together as partners.
- Staff ask residents for their ideas and act on them

Adapted from AHRQ <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/caut-iltc/modules/resources/tools/engage/brochure.html>

11



Benefits of resident & family engagement

- Better care
- Better quality of life
- Greater resident, family, and staff satisfaction
- More attention to individual preferences and needs
- Improved relationships and trust among staff, residents and families

Adapted from AHRQ <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/caut-iltc/modules/resources/tools/engage/brochure.html>

12



Benefits for residents and families

- Becoming more aware and better educated on the subject.
- Gaining a better understanding of the health care system
- Appreciating being part of the program, listened to, and having their opinions valued.
- Becoming advocates for their organization.
- Understanding how to be an active participant in their own health care.
- Recognizing that collaboration with their providers leads to better self-management of chronic conditions and improved adherence to medication regimens.

Adapted from AHRQ <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/cautitc/modules/resources/tools/engage/brochure.html>

13



Benefits for nursing home

- Learning what the priority concerns are for residents, which may not be what the organization selects.
- Hearing directly from their customers, the residents.
- Transforming their culture toward patient-centered care.
- Developing programs and policies that are relevant to their resident's needs.
- Improving resident satisfaction, which leads to stronger loyalty to the organization
- Strengthening their community relations.

Adapted from AHRQ <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/cautitc/modules/resources/tools/engage/brochure.html>

14


Where do we start?

- New hire orientation
- Continuing education
- Board meetings
- Committee meetings
- Safety events
- Staff/department meetings
- Special events
- Conferences
- One on one

Sharing Resident Stories


The night I spent in a nursing home

16



Outsiders tend to be the first to recognize the inadequacies of our social institutions. But, precisely because they are outsiders, they are usually in a poor position to fix them.
-- Atul Gawande

17

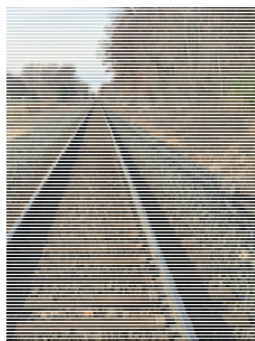


From my perspective

- I wanted someone to listen to my story
- I wanted to make sure other visitors and residents had a more positive experience
- The staff seemed tired and overwhelmed
- I felt powerless and distrustful
- I didn't understand the system
- After telling the story and being heard, I felt more empathetic and empowered

18

CONSIDER A
NEW
PERSPECTIVE



Introducing:



<https://includealways.org>

© 2015 Minnesota Hospital Association



Mission:

Include Always. That's what we aim to do. Include patients and families at every level throughout the health care system. Through conversations, sharing ideas, **and inviting the patient in**, the outcome will be **better health care for everyone**. We're not launching a campaign that begins and ends. Together, we're creating a cultural shift, a unified mindset where the patient is truly one of us. It's a whole new health care approach. **It takes a whole lot of change. It takes courage.** It takes all of us working together to make our system the best it can be. We will **listen more, engage often, and Include Always.**

21



Important considerations

- Relationship Based
- Patients, Residents, Consumers and families should be included on the team.
- Doesn't easily fit into a roadmap or checklist
- Should be embedded in all initiatives, projects and process improvement efforts
- Change of perspective~ new way of "doing business"
- Leadership support is critical
- Ask lots of questions
- Should be creative, fun and innovative
- It is a journey that is continually evolving

22



**Residents
and
families
are:**

- ☐ Experts
- ☐ Innovators
- ☐ Passionate about safety
- ☐ Willing to work for free
- ☐ Want to make a difference



Success from the field





24

LET'S CHAT:

What are the barriers to authentically engaging with residents and families to improve safety and quality?


WHAT IF....

- A resident was added to your quality committee?
- A group of residents completed a “walk-about” in one of your departments?
- You asked residents and families more questions about their experiences, preferences and opinions?
- You created a joint committee of residents, families and staff to work on a safety topic?
- The organization was transparent about a problem and asked for input from the residents?



<https://youtu.be/ue3hCVHtZZY>

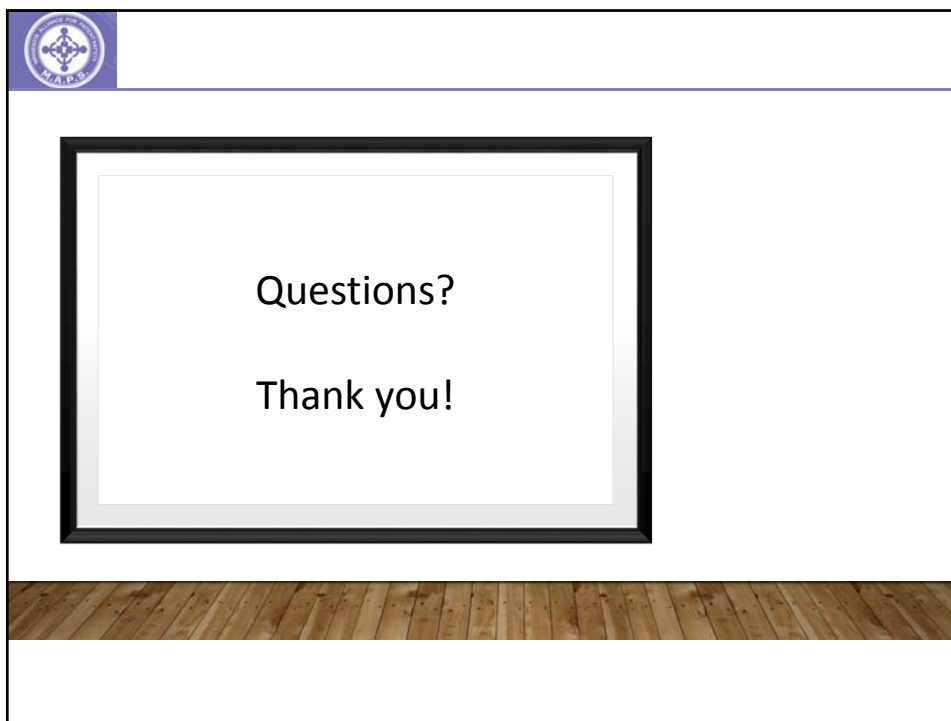

27



Do you have a story you would like to share on the
Include Always website?
Or
Would you like to participate in a complimentary
phone consult on how to increase resident
engagement in your facility?

Contact Lisa Juliar at ljuliar@mnpatientsafety.org

28

Resources for Resident & Family Councils

- Office of Ombudsman for Long-Term Care resources to assist resident councils:
https://www.lsgin.org/wp-content/uploads/2016/03/Resident-council_resource.pdf
- Office of Ombudsman for Long-Term Care Resident Council Manual
https://www.lsgin.org/wp-content/uploads/2016/03/RES_Council_manual.pdf
- Resident and Family Engagement Checklist from Agency for Research and Healthcare Quality
<https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/cauti-ltc/modules/implementation/long-term-modules/module5/engage-checklist.html>
- Resident & Family Engagement Strategies from CMS
<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPI-Consumer-Factsheet.pdf>
- News Story from a Minnesota nursing home
<http://qioprogram.org/qionews/articles/resident-and-family-engagement-defines-minnesota-nursing-home's-approach-care/>
- Tips on involving residents in committees and task forces:
<http://www.ipfcc.org/resources/tipsforgroupleaders.pdf>
- Include Always website from MAPS and MHA <https://includealways.org>

30



Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

Lake Superior Quality Innovation Network
MICHIGAN | MINNESOTA | WISCONSIN

Thank you

Follow us online @LakeSuperiorQIN

This material was prepared by Lake Superior Quality Innovation Network, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The materials do not necessarily reflect CMS policy. 11SOW-MN-C2-17-192 112917