

The IPRO Hospital Quality Improvement Contract (HQIC)

Learning & Action Network (LAN)

Partnering with Patients and Families During the COVID-19 Pandemic

March 31, 2021

3:00pm – 3:45pm ET



Virtual Meeting/Conference Recording Notice



The American Institutes for Research (AIR) allows for the recording of audio, visuals, participants, and other information sent, verbalized, or utilized during business related meetings. By joining a meeting, you automatically consent to such recordings. Any participant who prefers to participate via audio only should disable their video camera so only their audio will be captured. Video and/or audio recordings of any AIR session shall not be transmitted to an external third party without the permission.

Introduction to the AIR Team



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IPRO Hospital Quality Improvement Contract (HQIC) Learning & Action Network (LAN)



Learning Objectives

- Increase understanding of the five patient and family engagement (PFE) practices and their role in improving the quality and safety of hospital care.
- Recognize the role of patients and families in helping hospitals establish patient-centered policies and procedures and improve communication during the COVID-19 pandemic.
- Become aware of peer hospitals across the HQIC that are using patients and families in their response to the pandemic.

Definition of PFE

Patients, families, their representatives, and health professionals

- Working in **active** partnership,
- At **various levels** across the health care system,
- To **improve** health and health care.

The Five PFE Practices

- **PFE Practice 1:** Implementation of a planning checklist for patients who have a planned admission
- **PFE Practice 2:** Implementation of a discharge planning checklist
- **PFE Practice 3:** Conducting shift change huddles and bedside reporting with patients and families
- **PFE Practice 4:** Designation of a PFE leader in the hospital
- **PFE Practice 5:** Having an active PFE Committee or other committees where patients are represented and report to the board

Why Partner with Patients and Families?



- **Better outcomes**, including reductions in 30-day hospital readmission rates, hospital-acquired conditions ([HACs] e.g., falls with injury), and length of stay
- **Better patient experience** (e.g., Hospital Consumer Assessment of Healthcare Providers and Systems [HCAHPS] scores, including communication and discharge)
- **Reductions in health disparities** (e.g., blood sugar levels for patients with diabetes)
- **Increased efficiency** (e.g., increase in number of discharges before noon, resulting in more available beds)

Partnering With Patients and Families During COVID-19

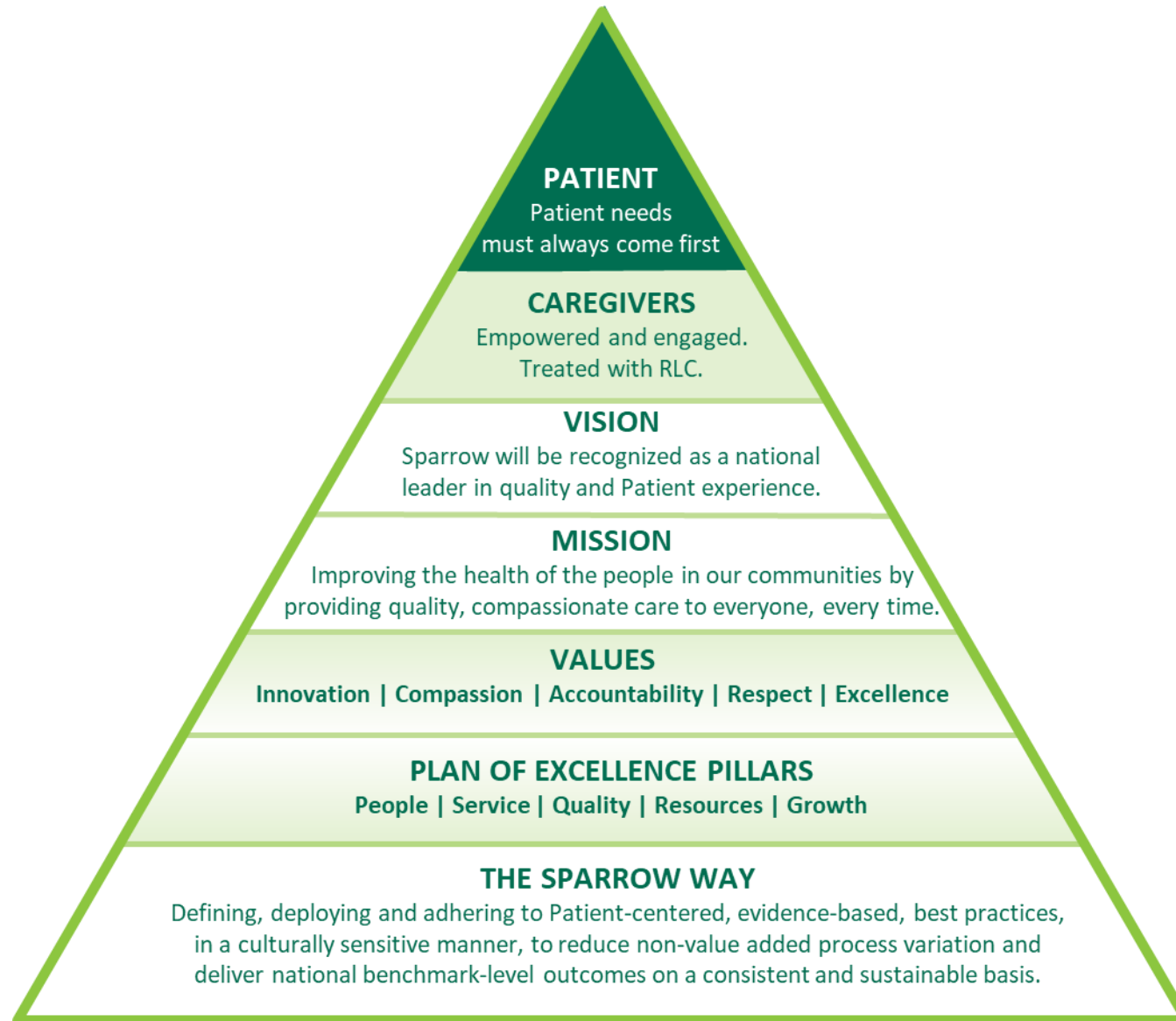
- Communicate any public confusion to the hospital.
- Gather patient and family needs and represent interests.
- Communicate hospital decisions to the public.
- Create partnerships in patient care.





COVID Visitation

Tammy Banker MSN, RN, NE-BC
Director of General Medicine
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Impact of COVID on Patient Populations and Strategies for Impact

COVID Visitation Process: Putting Patients and Families First

Sparrow Hospital, in Lansing MI, developed a process to allow COVID inpatients to safely reunite with their families using a set of guidelines:

COVID visitation process:

- Patient Experience schedules appointments every 2 hours Tuesday – Friday from 10am – 6pm
- COVID Visitation escort meets patient at visitor management
- Escorts visitor to the unit and assists with donning all appropriate PPE: PAPR, mask, gown, gloves
- Escort assists with entry into the patient room and sets up room for one hour visit and then exiting the patient room at the end of the visit with doffing all PPE
- Escort visitor back to visitor management

COVID Visitation Impact

The impact:

- Provided joy and peace to more than **100 COVID patients and their families** in fearful times.
- Allows families to be a part of discussions with providers and nurses.
- Improves the recovery of patients
- Demonstrates a commitment by the hospital to patient- and family-centered care



Link to Video:

<https://www.today.com/video/hospital-allows-family-members-to-visit-patients-with-covid-19-in-person-98638405693>



Engaging Partners, Patients and the Public to Slow the Spread of COVID

Eric Borgerding
President & CEO
Wisconsin Hospital Association

March 31, 2021

Influencing Safe Behaviors



With COVID-19 hospitalizations down in Wisconsin, officials warn of letting guard down

MILWAUKEE
BUSINESS JOURNAL

Covid-19 hospitalizations plummeting in Wisconsin, but hospital association urges caution



'Remarkable': WI Hospital Association, members note COVID-19 decline

"No one should delay any kind of care," WHA said.

Masks, Mass Gatherings and Lawsuits

Milwaukee won't adhere to state order limiting businesses

October 8, 2020

AP



Wisconsin judge denies request to block Gov. Tony Evers' statewide mask mandate - 10/12/20

milwaukee journal sentinel
PART OF THE USA TODAY NETWORK

Judge knocks down Tony Evers' order limiting capacity, public gatherings for now

Molly Beck Milwaukee Journal Sentinel

Published 8:40 a.m. CT Oct. 14, 2020 | Updated 2:30 p.m. CT Oct. 14, 2020

Lawsuits, Politics and Inaction are the reason WHA focused on WHAT WE CAN DO to *influence behavior*

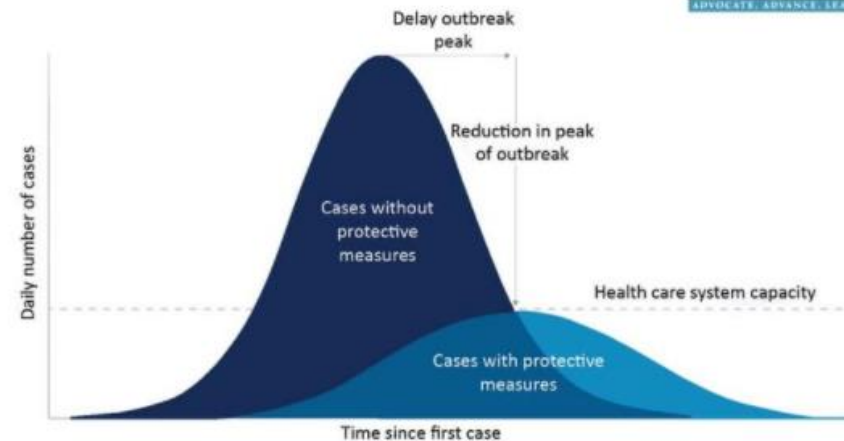


Wisconsin Hospital Association

Published by Liz Schumann · March 19, 2020 ·

WHA is calling on the public to help “flatten the curve” of COVID-19 spread and help protect the health care workers we need to keep us healthy. <https://bit.ly/2UgkBIS>

Flattening the Curve



Multi-Industry Coalition, PSA Campaign



Health care and business organizations form coalition to encourage people to wear masks and take other precautions

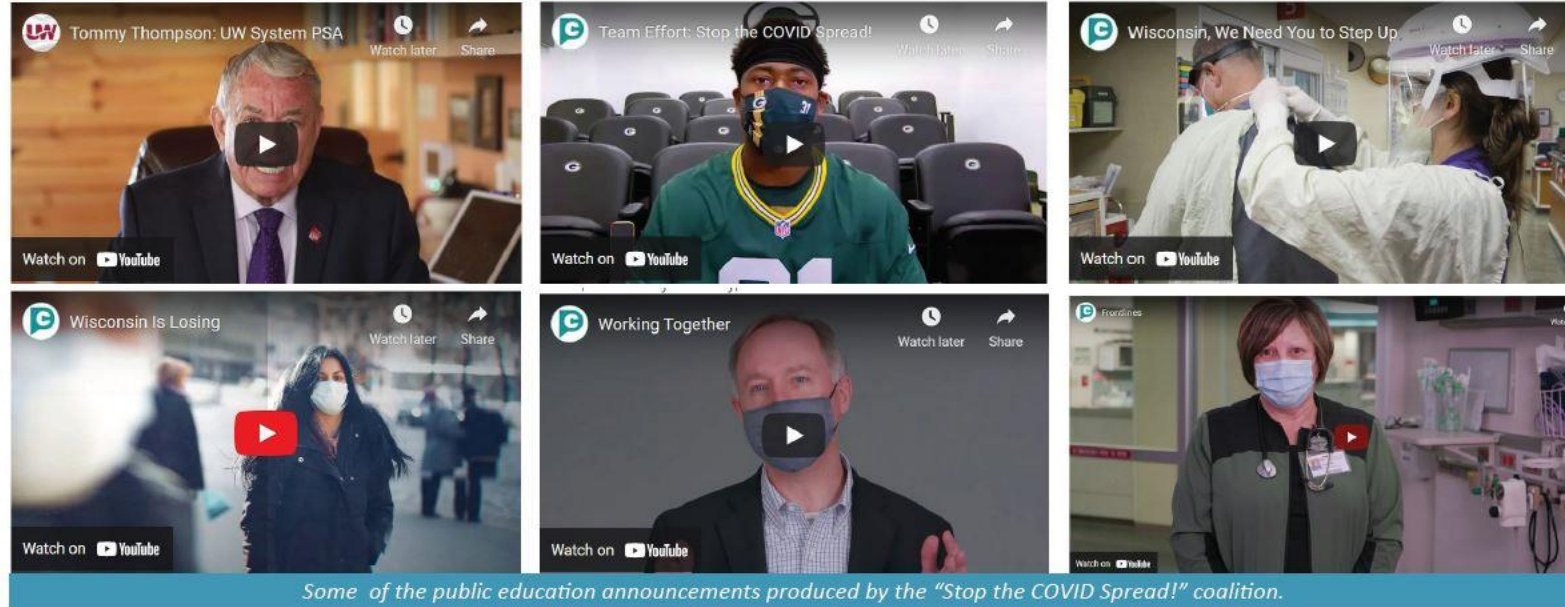
Guy Boulton Milwaukee Journal Sentinel **milwaukee journal sentinel**

WISCONSIN
STATE JOURNAL

Wisconsin hospitals, businesses team up on campaign to stop COVID-19 spread

- More than 125 organizations representing Wisconsin's leading health care, business, and advocacy organizations.
- 27 media outlets covered campaign launch:
 - TV
 - Radio
 - Print
 - Web
 - Livestream

Coalition Public Service Announcements



Getting Elected Leaders On Board

WISCONSIN
STATE JOURNAL

Mark Pocan, Robin Vos team up on bipartisan ad to reduce spread of COVID-19

David Wahlberg | Wisconsin State Journal | Dec 1, 2020





***Thank You
Questions?***

WWW.WHA.ORG

Eric Borgerding:
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Discussion

- How is your hospital partnering with patients and families during COVID-19?
- What challenges are your hospitals facing that patients and families could help you solve?



PFE Resources and Technical Assistance



- **How Patient and Family Advisory Councils Can Help Hospitals and Their Communities During the COVID-19 Pandemic**
 - Handout document available in the HQIC Resource Library or your HQIC coach
- **IPRO HQIC Roadmap to Patient and Family Engagement**
 - Provides detailed information on the 5 PFE Best Practices and how to implement them
 - Available in the HQIC Resource Library or your HQIC Coach
- **Technical Assistance available from the American Institutes for Research**
 - How can we help you? Let's set up a call!

Questions?

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THANK YOU