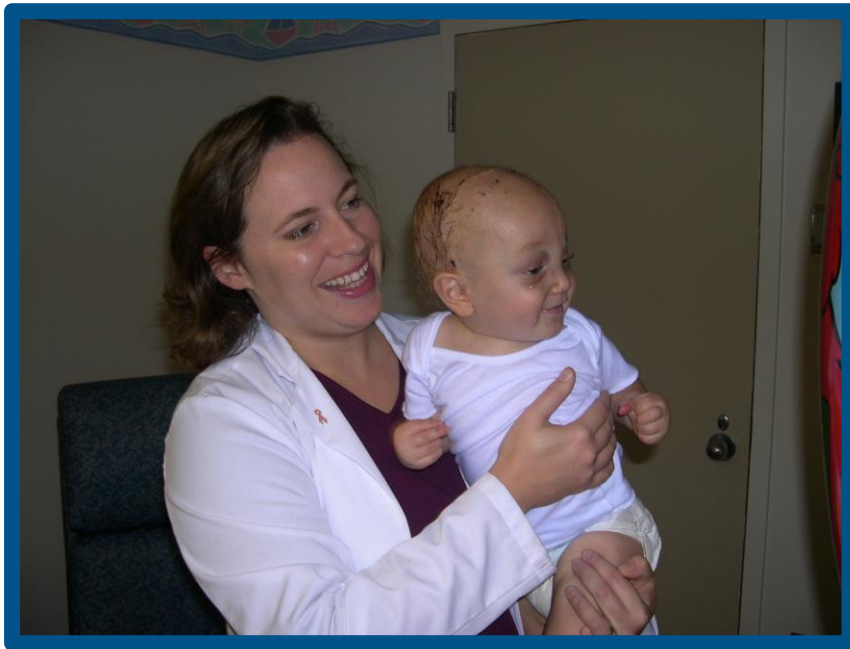






# A Team of Miracle Workers

19 days later





# *The Journey Toward Patient-and Family-Centered Care*

*Manager, Caroline DeLongchamps*





MUSC Health is the clinical enterprise of the Medical University of South Carolina (MUSC) comprised of a 700-bed Medical Center, the MUSC College of Medicine and the physician's practice plan. It serves patients across South Carolina and beyond through four hospital facilities in Charleston and more than 100 outreach sites. Among these are the Hollings Cancer Center, one of only 66 National Cancer Institute-designated centers in the country, and a nationally recognized Children's Hospital. The Medical University was founded in 1824 and has risen to become a premiere academic medical center at the forefront of the latest advances in medicine, with world-class physicians and other scientists and groundbreaking research and technology that is often the first of its kind in the world.

# Patient-and Family-Centered Care (PFCC)

- An approach to the planning, delivery and evaluation of healthcare that is grounded in mutually beneficial partnerships among patients, families, and health care practitioners.
- It is founded on the understanding that the family plays a vital role in ensuring the health and well being of patients of all ages.

The Institute for Patient-and Family-Centered Care



# Family



# PFCC is not...

- Transferring the burden of safe care
- HIPAA violation
- Ignoring professional boundaries
- Customer Service
- Transferring medical decision making
- Compromising Safety
- Chaos or Abuse





# Patient Experience

The sum of all Interactions, shaped by an organization's culture, that influence **patient perceptions** across the continuum of care (Source: Beryl Institute)



# Patient Engagement

- **Actions** individuals take to obtain the greatest benefit from the health care services available to them
  - Center for Advancing Health, 2010
- Based on the patient's **active and sustained participation** (i.e. behaviors) in managing their health
- Is **not compliance**. Compliance means an individual obeys a directive. Engagement requires self-efficacy and **empowerment**.



# Patient Engagement at MUSC

- Nursing shift change at the bedside with patients and families
- Patients and families participate in rounds
- MyChart
- Teach Back Method
- Patient and Family Advisory Councils (PFAC's)
- Open Visitation/Family Presence
- Using the core concepts of PFCC



Patient-and Family-Centered Care  
is  
working *with* patients and families,  
rather than doing *to* or *for* them.

The Institute for Patient and Family-Centered Care



# PFCC Principles

*“Better Together”*

*“Nothing about me without me”*

- Respect and Dignity
- Participation
- Information Sharing
- Collaboration

The Institute for Patient-and Family-Centered Care





Brothers Together Again

# PFCC Core Concepts

- People are treated with *respect and dignity*.
- Health care providers communicate and *share* complete and unbiased *information* with patients and families in ways that are affirming and useful.
- Individuals and families build on their strengths through *participation* in experiences that enhance control and independence.
- *Collaboration* among patients, families, and providers occurs in policy and program development and professional education, as well as in the delivery of care.

The Institute for Patient-and Family-Centered Care



# Our Strategic Direction



Imagine

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M U S C 2 0 2 0

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# Commit to Patients and Families First

- We will redesign how health care is delivered to provide Patient-and Family-Centered Care.
- We will further our commitment to high quality, safe, evidence-based care.
- We will ensure that our teaching, clinical management, and research leads to team oriented, seamless, and effective care.
- **We are partners with our patients and families, honoring and respecting their roles as caregivers and care-receivers.**

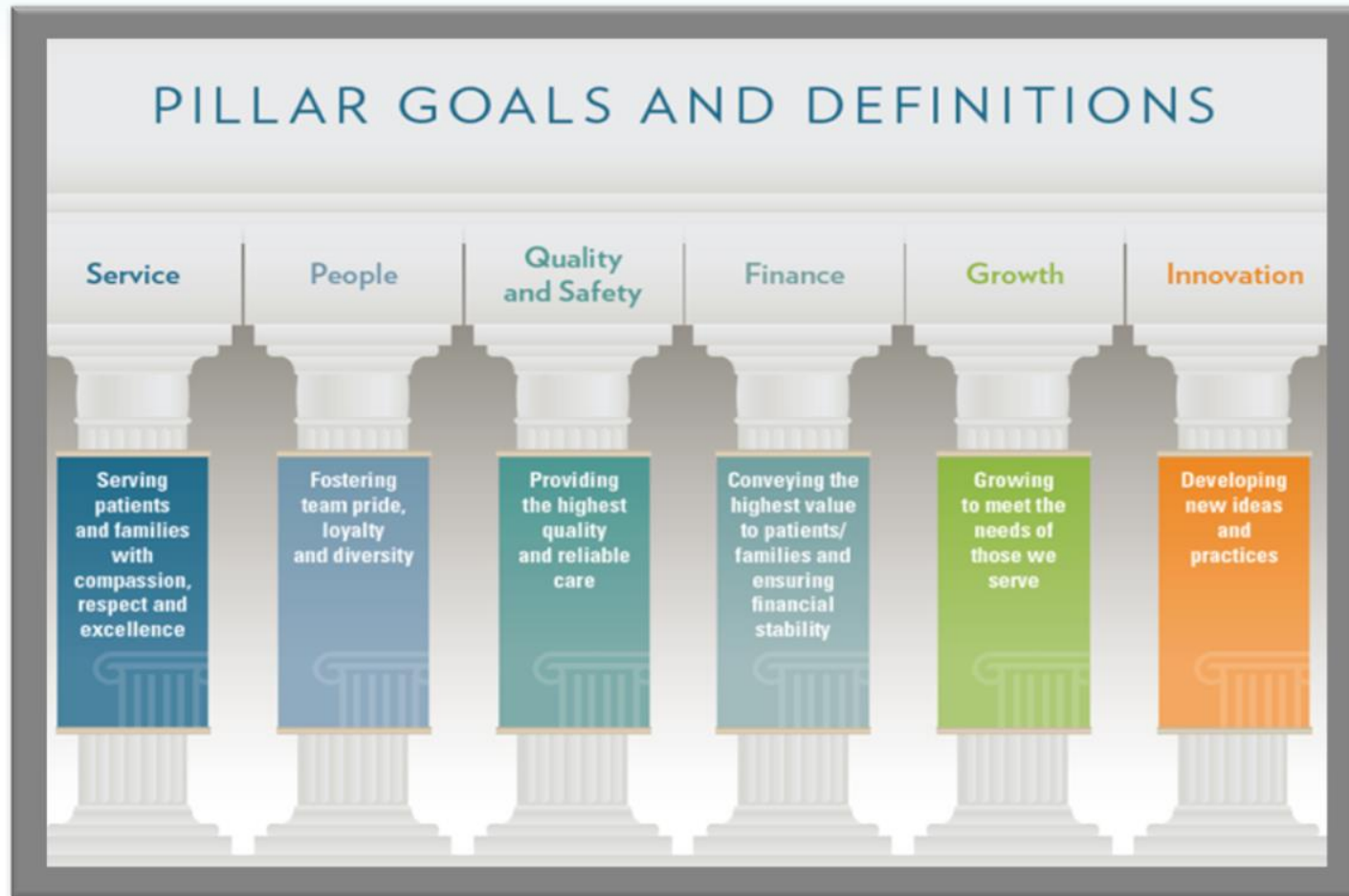


# PFCC at the Point of Care

- **Bedside Rounds** with the entire care team and patients and families.
- **Nursing shift report** at the bedside.
- **Family Presence and Participation**...during rounds, codes, end of life
- **No “visiting hours” for families**; families are part of the care team, no longer seen as visitors.
- **Transparency in information sharing**, including medical records, medication distribution, results, care plan, etc.
- **Patients and family members are involved in care planning and decisions** and provide critical feedback to the care process.



# PFCC is not a Pillar



# Benefits of PFCC

- Studies indicate that more engaged patients achieve higher levels of quality and safer care with **fewer errors and**
  - **safety concerns...**
  
- Patient engagement also **improves chronic disease self-management**, thus **reducing the overall cost** burden such as **decreasing hospital readmissions, etc.**

*Scott, Richard, "Patient Engagement Boosts Safety, Quality & Patient Self-Management." Insight On-Healthcare. Nov. 21, 2014*



# More Benefits

Families who reported never or only sometimes feeling like a partner were...

- 10 times more likely to be dissatisfied with services
- 4 times more likely not to get needed specialty services
- 2 to 3 times more likely to have unmet needs for either child or family

*Denboba, D. et al. Achieving Family and Provider Partnerships for Children with Special Health Care Needs. Pediatrics. 2006; 118 (4): 1607-1615*



# Patient and Family Advisory Council (PFAC)

- A meaningful partnership between patients, families and health care providers dedicated to advancing comprehensive and compassionate patient-and family-centered healthcare.
- Patients and their families work as advisors by sharing their unique perspectives that can help improve the way care is delivered.



# Criteria for being a PFAC member

- Parent or caregiver of a current or former MUSC Health patient
- Able to attend monthly meetings
- Discreet in handling confidential information
- Open to differing opinions
- Positive and supportive attitude
- Comfortable speaking in a group
- Able to work productively and collaboratively with others
- Committed to improving care for ALL patients



# PFCC in Quality and Safety at MUSC





# Adult Ambulatory PFAC



# Pediatric Grand Rounds: Our Families Share Their Stories



# Families Create Peer Support

**NICU Parent Connection**  
Emotional support from someone who's been there.

Your baby has a great support team while in the NICU - gifted doctors, nurses and other professionals. We want to care for you while your baby is here and even after your baby goes home.

We are parents who have been where you are. We know what it's like to:

- wonder if your baby will be alright
- juggle the NICU and your home life, while trying to recover yourself
- wonder when your baby will get to go home
- feel anxious about caring for your baby when you go home

It's not easy. We know.  
We want to give you the hope and strength to get through this time in your life.

"I feel so helpless. All I can do is wait for my baby to grow. Then what? There are so many unanswered questions."

"NICU? What's that? I thought I would just come into the hospital, deliver my baby, and go home."



"We go home tomorrow, just me and my baby. As a first time parent, I feel as fragile as her. I could use some support."


**Yes, please contact me!**

Let your nurse know if you would like to talk with the parent of a graduated NICU baby.

Name: \_\_\_\_\_ Best Time: \_\_\_\_\_  
Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_



# Institute of Psychiatry Grant



**2017 YES Family Fund Grant –  
Application and Project Proposal**

**Rides and Resources for Recovery**

Submitted By – The Institute of Psychiatry Patient Family Advisory Council:

Marian Rzepkowski, Chair  
Eric Hansen  
Patrica Green  
Joy Green  
Alison Meeks  
Carrie Laird  
Bryan Counts, Council Liaison

March 30<sup>th</sup>, 2017



# Patients Taste New Menu Items



**I TRIED SOMETHING NEW**  
on the MUSC CHILDREN'S HOSPITAL SODEXO MENU

FOOD I TRIED	STARS (1-3) Color 3 for GREAT Color 2 for OKAY Color 1 for NO THANKS	COMMENTS
Chicken Nuggets	★ ★ ★	Really great! Love it!
Meatballs	★ ★ ★	
Hashbrowns	★ ★ ★	Really great too!
French Toast	★ ★ ☆	It's okay!
Breakfast Burrito	★ ☆ ☆	No not good to me!
Chocohi Chip Gluten Free Cookies	★ ★ ★	good!!!
Rice Crispy Treat	★ ★ ★	LOVE!!
Milk	★ ★ ☆	Not that good!
Water	★ ★ ★	awesome LOVE IT!!

Thank you so much!

# Youth Advisory Council



# Billing Statement of the Past

**MUSC Health**  
 MEDICAL UNIVERSITY OF SOUTH CAROLINA  
 1 Poston Rd., Ste. 350, Charleston, SC 29407

**IMPORTANT INFORMATION:**  
 Thank you for selecting the Medical University of South Carolina for your healthcare services. Please remit payment in full today to keep your account current. Insurance claims which are not paid within 30 days are your personal responsibility. If you are unable to pay your balance in full, call us about ACCESS ONE, an affordable monthly payment option.  
 MUSC MyChart is changing what's possible with your patient care experience. Now you can have online access to portions of your medical record, request prescription refills, communicate with your caregivers and view test results. Ask your health care provider at your next visit to get access or request it at: <https://mychart.muschealth.com>. A proxy access form must be completed during your clinic visit in order to view another's chart. For questions about MUSC MyChart, email [mychart@muschealth.com](mailto:mychart@muschealth.com).  
 MUSC MyChart is NOT to be used for urgent needs. For medical emergencies, dial 911.

GUARANTOR ACCT #

**TOTAL AMOUNT DUE 17,911.00**

**IMPORTANT INFORMATION: ON REVERSE SIDE**

BUSINESS OFFICE PHONE: (843) 792-2311 or (800) 598-0624  
 BUSINESS OFFICE HOURS: Mon. - Fri. 8:00 AM - 4:30 PM EST

**\*Make checks payable to MUSC\***  
 IF PAYING BY CREDIT CARD, PLEASE FILL OUT BELOW

<input type="checkbox"/> VISA	<input type="checkbox"/> M/C	<input type="checkbox"/> DISCOVER	<input type="checkbox"/> AMEX	<input type="checkbox"/> OTHER
CARD NUMBER	AMOUNT			
SIGNATURE	SECURITY CODE	EXP. DATE		
GUARANTOR ACCT #	PAYMENT DUE DATE	STATEMENT DATE		
PLEASE PAY THIS AMOUNT	\$	AMOUNT PAID HERE		

MUSC Health  
 PO Box 931736, Atlanta, GA 31193-1736

1483 1367 0000000000000968123 001791100 1

Date	Description	Charges	Insurance Pmts/Adjs	Patient Pmts/Adjs	Patient Balance
<b>Acct#:</b> Emergency MUSC PARENT HOSPITAL LOCATION 05/03/2015 - 05/03/2015					
05/12/15	Pharmacy Radiology - Diagnostic Emergency Room DISCOUNT (SELF-PAY, UNINSURED) Totals Patient Balance	22.00 951.00 2,113.00 3,086.00	0.00	-1,543.00 -1,543.00	1,543.00 1,543.00
<b>Acct#:</b> --- Provider: Walter E. Limehouse, MD					
05/03/15 05/12/15	EMERGENCY DEPT VISIT, LEVEL IV DISCOUNT (SELF-PAY, UNINSURED) Totals Patient Balance	405.00 405.00	0.00	-202.50 -202.50	202.50 202.50
<b>Acct#:</b> --- Provider: Dag Pavic, MD					
05/03/15 05/15/15	X-RAY WRIST 3+ VW DISCOUNT (SELF-PAY, UNINSURED) Totals Patient Balance	48.00 46.00	0.00	-24.00 -24.00	24.00 24.00
<b>Acct#:</b> --- Provider: Russell Chapin					
05/03/15	X-RAY WRIST 3+ VW Totals Patient Balance	48.00 48.00	0.00	0.00	48.00 48.00
<b>Acct#:</b> --- Provider: Eric William Angermeier, MD					
05/08/15 05/08/15	OFFICE/OUTPT VISIT, NEW, LEVEL IV CO-PAYMENT Totals Patient Balance	258.00 258.00	0.00	-60.00 -60.00	198.00 198.00
<b>Acct#:</b> --- MUSC PARENT HOSPITAL LOCATION 05/08/2015 - 05/08/2015					
05/15/15	Radiology - Diagnostic DISCOUNT (SELF-PAY, UNINSURED) Totals Patient Balance	329.00 329.00	0.00	-164.50 -164.50	164.50 164.50
<b>Acct#:</b> --- Provider: William F Conway, MD PHD					
05/08/15 05/14/15	X-RAY WRIST 3+ VW DISCOUNT (SELF-PAY, UNINSURED) Totals Patient Balance	48.00 46.00	0.00	-24.00 -24.00	24.00 24.00
<b>Acct#:</b> --- Hospital Outpatient Surgery MUSC PARENT HOSPITAL LOCATION 05/14/2015 - 05/14/2015					

2 of 3 1367

# Billing Statement Today



**MUSC Health**  
Medical University of South Carolina

Guarantor ID **2958**  
Patient **Bernice Apollo**  
Statement Date **10/06/2015**

**Statement of Services**

Page 1

**Account Summary**

Patient Payments Since Last Statement	\$ 0.00
Previous Balance	\$ 50.00
+ New Charges	\$ 0.00
- Insurance Payments/Adjustments	\$ 0.00
- Patient Payments/Adjustments	\$ 0.00
<b>New Balance</b>	<b>\$ 50.00</b>
Payment Plan Amount Due	\$ 0.00
Non-Payment Plan Amount Due	\$ 50.00
<b>Minimum Amount Due</b>	<b>\$ 50.00</b>

**Important Information**

Your account is now past due. Payment in full is required upon receipt of your statement to avoid placement with our collection unit. If you are unable to pay in full or have questions concerning this balance, you must contact our office at (843) 792-2311 OR (800) 598-0624. If payment in full has already been made, please accept our thanks.

**Financial Assistance**

Please tell us if you cannot pay your bill in full and let us help you. Monthly payment plans and other financial assistance programs are available for those patients who meet certain financial criteria. You can also access information about our financial assistance policy and financial assistance application by going to our website <http://www.musc.edu/patients-visitors/billing/financial-assistance.html>

**PAPERLESS BILLING NOW AVAILABLE!**

Say goodbye to stamps and envelopes and sign up today for a convenient and environmental friendly way to handle your bill. Sign up today to go paperless on [mychart.musc.edu](http://mychart.musc.edu)

**MUSC MyChart**

Sign up or log in to MUSC MyChart to access important account information, make a payment, view your statement, access your payment history, update insurance and demographic information, or submit billing questions to our customer service representatives. Visit [mychart.musc.edu](http://mychart.musc.edu) to learn more.

**Pay Online**

Visit [mychart.musc.edu](http://mychart.musc.edu). Please have your statement ready.

**Billing Help**

Call (843) 792-2311 or 800-598-0624 Monday through Friday, 8 a.m. to 4:30 p.m. EST or log in to [mychart.musc.edu](http://mychart.musc.edu) and leave us a secure message. Please visit [www.musc.edu/patients-visitors/billing/faq.html](http://www.musc.edu/patients-visitors/billing/faq.html) for a list of frequently asked questions and answers.

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Please see reverse side for account detail.

Please detach the bottom portion and return with your payment in the enclosed envelope. Make checks payable to MUSC HEALTH.

---



**MUSC Health**  
Medical University of South Carolina

Pay this bill online at [mychart.musc.edu](http://mychart.musc.edu).

Call us at (843) 792-2311 or 800-598-0624 for billing help or to update your address or insurance information.

Payments made via an online banking service must include the Guarantor ID

BERNICE APOLLO  
452 IREES WAY  
LONGS, SC 29668

Guarantor ID	2958
Due Date	11/05/15
Minimum Amount Due	\$ 50.00
Amount I Am Paying	\$ <input type="text"/>
<input checked="" type="checkbox"/> paying by credit card	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Card Number	<input type="text"/>
Cardholder Name	<input type="text"/>
Exp Date	<input type="text"/>
Signature	<input type="text"/>

Statement Invoice ID 6460498

MUSC HEALTH  
PO BOX 931736  
ATLANTA, GA 31193-1736





# Care Team Rounding Project

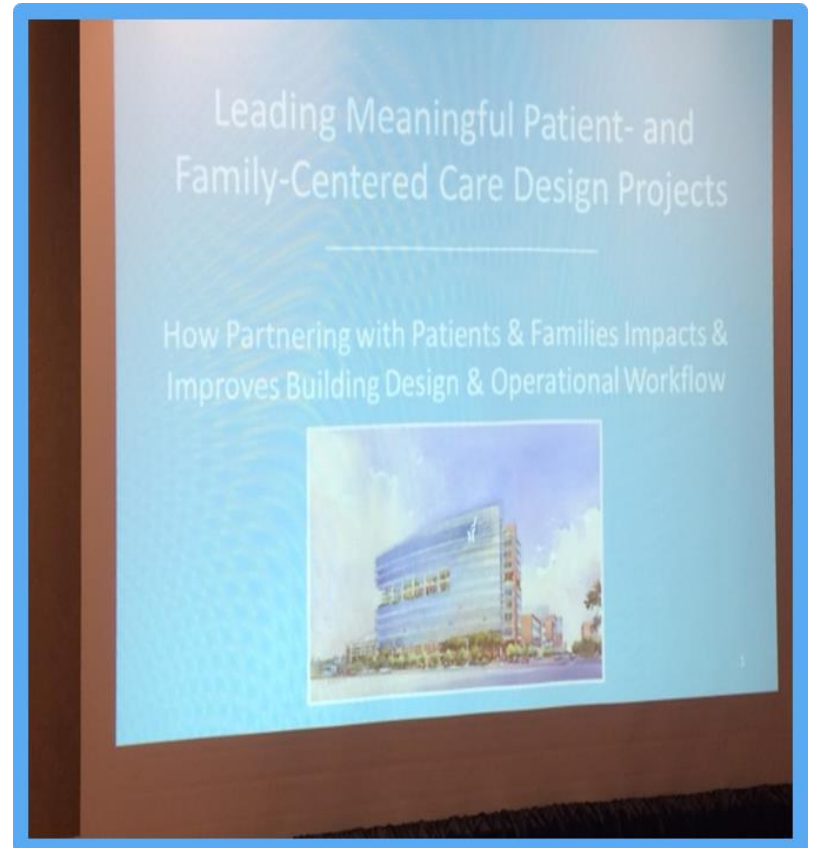
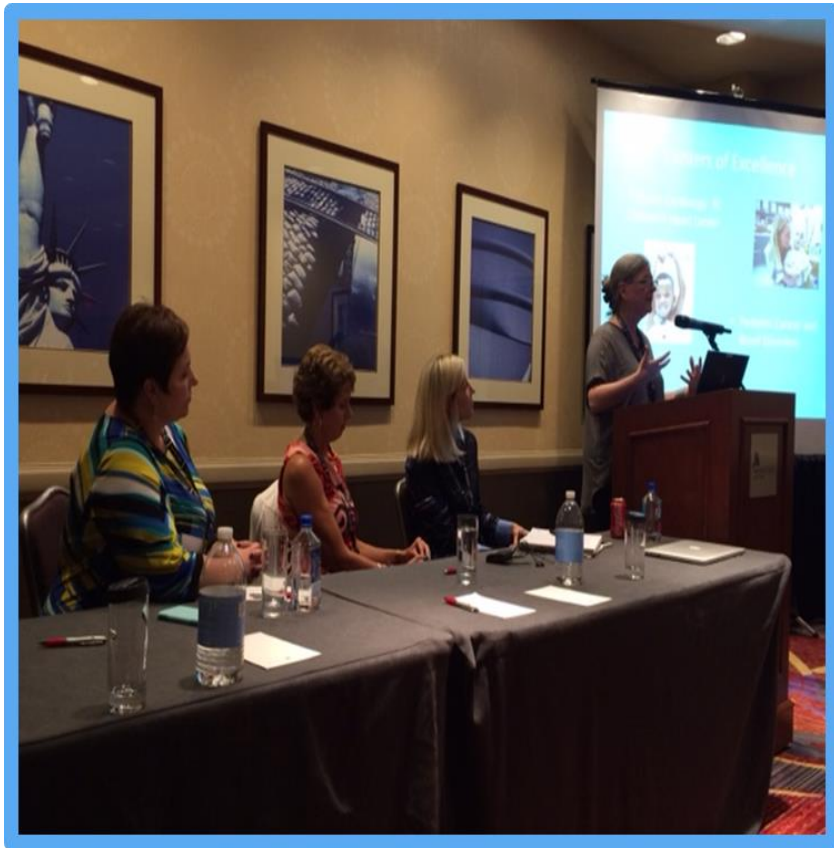
- Ensure that all patients are rounded on each day.
- Ensure that all the appropriate people are “at the table” for rounds.
- Ensure communication between hospitalists and specialists.
- Ensure family members and patients are included in daily rounds, when possible.



# Families on Design Teams



# Families Present at Conferences



# Patients and Families Serve on Hospital Committees

- Safety Rounds
- Infection Prevention
- Patient Experience Performance Executive Committee
- NICU Parent Satisfaction
- MyChart Task Force
- 20 Day Readmission Process Improvement



# Families work with Physicians to Improve Engagement During Rounds

Please consider using this to write down any information discussed during Family Centered Rounds. The choice to attend is entirely up to you, and you can decide how involved you would like to be.



## Daily Family Update Sheet

Date:	My Child Is Here For:		
Attending Physician:	Resident Physician:	Intern Physician:	Medical Student:
Changes We Noticed Since Yesterday*			
New Information Learned Today			
Care Plan and Goals for the Next 12-24 Hours			
Things We Can Look Out For			
Questions We have for the Medical Team*			



## Daily Family Update Sheet

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Attending Physician:	Resident Physician:	Intern Physician:	Medical Student:
Changes We Noticed Since Yesterday*			
New Information Learned Today			
Care Plan and Goals for the Next 12-24 Hours			
Things We Can Look Out For			
Questions We have for the Medical Team*			

\*If possible, please try to fill in these areas before Family Centered Rounds take place so that the team will have a chance to answer any questions.



*“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” ~Margaret Mead*



# Encourage the Family to Join Your Team

If families are trusted with managing the patient's care at home, why shouldn't we trust them to be part of the care team in the hospital?



The more education and confidence the family receives in the hospital, the better care and outcome we would expect for the patient once they go home.



# Our Goals are the Same

We are all working toward the same goal...  
the **BEST** outcome for the patient.

How do we engage patients and families?

- The Core Concepts of PFCC
  - Good communication
  - Shared Decision Making
  - Teach Back Method







# Family

