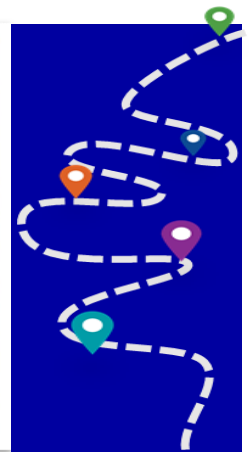
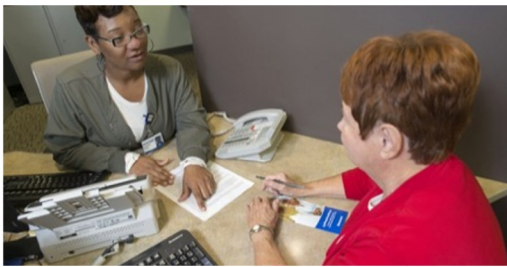


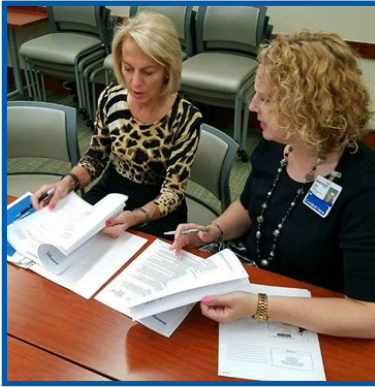


Beaumont

PATIENT AND FAMILY-CENTERED CARE



PATIENT AND FAMILY-CENTERED CARE



We are pleased to present the 2017 Patient and Family-Centered Care (PFCC) Annual Report for Beaumont Health. This inaugural report reflects our dedication to partnering with our patients, families and communities to provide compassionate, extraordinary care everyday (our Mission).

Great strides were made in 2017 for establishing a foundation that more clearly defines the alignment of PFCC with institutional initiatives and the infrastructure needed to transform the current state to the ideal state. We expanded upon accomplishments from 2016 and positioned ourselves to hit 2018 at full speed as we strive to reach our Moonshot goal of becoming the national leader for patient and family-centered care by 2022.

This report summarizes a successful second year for which we set our strategic direction, coordinated PFCC efforts across disciplines, built infrastructure at the system and site levels, and strengthened our Beaumont community through a shared vision. We initiated an awareness and education campaign through Moonshot roadshows which carried the message "PFCC: the time is now" to each of our sites. Our volunteer patient family advisor program grew to nearly 100 strong.

In 2018, we will intensify our education efforts to make certain that our clinical providers, support staff, and administrators recognize what PFCC looks like in everyday actions and to ensure that they know how to effectively engage patients and families in point-of-care and systems-level discussions. We will also focus on creating policies and processes that promote understanding by our patients and families that we value their knowledge and expertise and not only welcome them but also expect them to participate in care planning and decision-making at the level they choose. Finally, we will cultivate education and research opportunities that promote partnerships to improve outcomes and population health.

While we are moving forward, there remains much to do. We will continue to address challenges by listening to and respecting feedback, exploring options, and partnering to create and implement solutions that result in better outcomes and improved satisfaction among patients, families, and our Beaumont workforce.

First and foremost, we thank our patients and families for trusting us with their care. We also want to thank our dedicated patient and family advisors, the patient and family-centered care team, and our staff champions for their ongoing commitment to creating a culture of empathy and partnership. Finally, we want to thank the entire Beaumont community for their support as we continue to build an exciting new future of health care for our patients, families, and communities.

Sincerely,

Kelly Parent
VP, Patient and Family Experience

Kori Jones
Director, PFCC

Dana Snyder
Program Manager, PFCC

Bev Crider
Patient Family Advisor

MOONSHOT2022
POWERED BY PARTNERSHIP

Program Infrastructure

PFCC @ the Corporate Level

In 2017, the PFCC corporate team was established to advance a culture of patient and family-centered care, an organizational priority of Beaumont. The PFCC corporate team is responsible for:

- * establishing the institutional strategy that ensures inter-departmental integration of PFCC principles into policies and practices,
- * building infrastructure at system and site levels,
- * standardizing processes to create consistent experiences across the care continuum,
- * creating educational activities and programs that promote an understanding of PFCC culture and behaviors,
- * coordinating opportunities for patient family advisors to contribute to efforts and initiatives, and
- * tracking progress to determine if goals are being achieved.

PFCC is built on four core concepts:

- * respect & dignity
- * information sharing
- * participation
- * collaboration

PFCC guides every aspect of the health care experience, recognizing that everything we do should be in *collaboration with our patients and families.*

System-wide Accomplishments

Supporting Presence Policy

24/7 Family Presence facilitating a safe and supportive environment.



Dashboard

Monitors efforts:

- * impact
- * satisfaction
- * process

5

Best Practice Presentations @ IPFCC Conference

PFCC @ the Site Level

PFCC Site Leads are dedicated PFCC champions who work collaboratively with corporate PFCC staff and workforce at their sites to promote a patient and family-centered approach to health care delivery. Site leads manage the Patient Family Advisor (PFA) program and processes, facilitate Patient and Family Advisory Councils (PFAC), and educate and support staff as they integrate PFCC culture across units, departments, and programs.

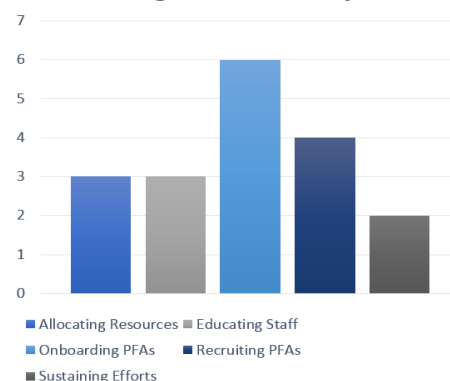
By mid-2017, site leads had been hired or appointed at all 8 hospitals, senior services, home health, and ambulatory care. Site level work in 2017 focused on recruiting, interviewing, training, placing, and supervising PFAs to represent the patient and family voice across a wide array of councils, committees, and task forces addressing governance, clinical, quality and safety, research, and education themes.

With change comes challenge, and with challenge comes the need to devise a plan to address barriers that may impede success. In 2018, we will bring attention and resolution to challenges identified at Beaumont sites (see chart).



The photo depicts a PFA as a member of a Surgery Rapid Improvement Rounding Team.

Challenges Identified by Sites



Program Infrastructure

Patient and Family Advisors

113

% increase in
PFAs from 2016

Inviting patients and families into our system in a meaningful way requires a serious commitment by health care providers and leadership. Since establishing our strategic imperative of advancing a culture of PFCC, Beaumont has been committed to growing this group of engaged patient and family members to serve as **Patient and Family Advisors**. *2017 saw a 113% increase in PFA program participants.*

85

Active Patient &
Family Advisors
(PFAs)

PFAs, defined as those who receive care at Beaumont and serve in a variety of ways to improve quality, safety, and care experiences, have partnered with staff, physicians and administrators to identify gaps, develop improvement plans and track progress. PFAs are carefully selected and trained to represent the broad perspectives of those whom Beaumont serves. *In 2017, 20 committees engaged 85 PFAs as active participants on councils, committees, and performance improvement projects.*

15

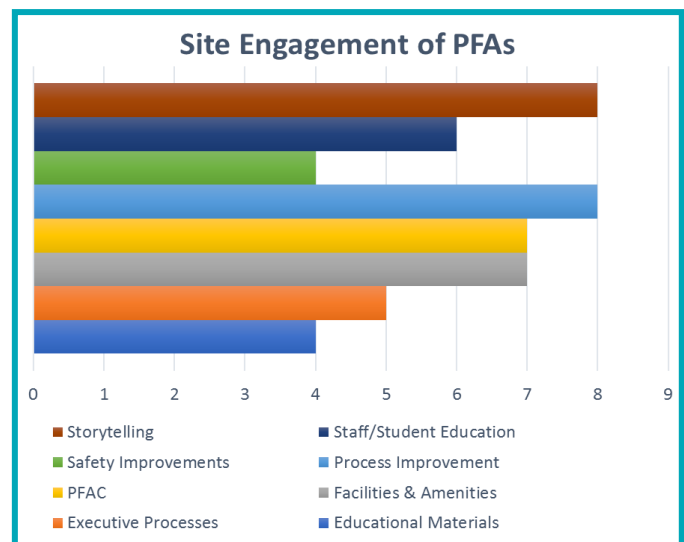
Patient & Family
Advisory Councils

Patient and Family Advisory Councils (PFAC), a collaboration between staff and PFAs, provide ongoing forums for patient and family-centered discussions working to ensure that PFCC culture and philosophy are advanced at unit, facility, and system levels. *In 2017, 36 PFAs served on 15 PFACs across the system.*

Beaumont PFCC has built an infrastructure that consists of an array of opportunities to engage the voices of patients and families. In addition to the on-site engagement of PFAs (see chart), there are PFAs who participate on-line, called **e-advisors**. Online participation provides those unable to volunteer on-site with the chance to share perspectives and feedback at their convenience. **E-advisors** review and edit documents and educational materials as well as respond to surveys that are crucial to decision-making at Beaumont.

"Partnering with PFAs keep us focused on what is truly vital and reminds us that ultimately it is about the importance of relationship-based care between patients and the care team. Their feedback and input ensures that we are approaching the problem and identifying strategies that honor and meet their needs."

- Miriam Halimi, RN



PFA Recognition Reception

Celebrating our Patient & Family Advisors! Beaumont hosted the first annual PFA Recognition Reception in September. It was a night of gratitude for our PFAs who graciously volunteer their time to improve the care experiences for those following in their footsteps. Executive leaders were present to recognize the accomplishments of the 40 PFAs in attendance and thank them for their commitment to the patients and families of Beaumont.

"This organization is one that actually does want your input and is actually willing to take on the challenges and make those changes in order to be a better part of the community."

- Rick, PFA



Culture Transformation

Building the foundation to transform a culture

For staff to begin to envision a new model of care and the role they play, a comprehensive **awareness and education** campaign was launched to introduce PFCC, define what PFCC culture change looks like in every day practices and behaviors and build a coalition of people to guide, coordinate, and communicate goals.



"A transformation in culture is taking place at Beaumont ...a shift that recognizes the value of patient and family partnerships to improve outcomes and experiences and reduce harm." - Kelly, staff member



IPFCC Seminar

In April, the Institute for Patient- and Family-Centered Care conducted a two-day seminar for Beaumont that immersed participants in education surrounding PFCC philosophy and culture. More than 300 administrative leaders, clinicians, staff, and PFAs attended the seminar. There was representation from all eight Beaumont hospitals as well as from ambulatory, home health, post-acute, and long-term care facilities. Additionally, Oakland University William Beaumont School of Medicine and School of Nursing joined Beaumont workforce in the two-day long event.

The event engaged participants to envision care through the eyes of patients and families and identify growth opportunities within Beaumont policies, programs and services.

IPFCC faculty:

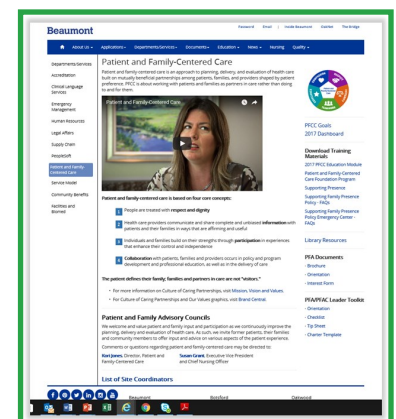
- * shared philosophy and best practices,
- * facilitated discussion, and
- * inspired collaboration and innovation.

Participants returned to work motivated to serve as change agents and prepared to take a more patient and family-centered approach to care delivery.

Online Resources

With Beaumont being 38,000 strong, we needed to establish consistent practices and develop multiple venues for system-wide use that was inclusive of tools and training materials to educate staff about PFCC philosophy and practice.

- * **Online Education Modules** were created for staff (83% completion), physicians, leaders (87% completion), and volunteers.
- * A **PFCC Intranet Page**, inclusive of a wide variety of PFCC tools and information sheets, was developed and launched.
- * PFCC resources were introduced on our **External Website**, beaumont.org/pfcc



Culture Transformation

Moonshot Roadshows

Moonshot roadshows demonstrated Beaumont's commitment toward engaging patients and families to create the future of health care. Over five weeks in October and November, more than 2,000 members of Beaumont's workforce participated in **33 Presentation Events** and **15 Leader Rounding Events** that focused on:

- * *why* we must create a shift within Beaumont toward a patient and family-centered care culture and
- * *how* each person can make that future a reality through initiatives and behaviors that are directly linked to our PFCC vision



MOONSHOT 2022
POWERED BY PARTNERSHIP

Our Goal:
Beaumont will
be the national
leader for PFCC
by 2022.



Events successfully united participants through the shared purpose of creating patient and family partnerships across the care continuum so that we may:

- * improve outcomes and reduce harm,
- * create positive and consistent experiences for patients and families,
- * bring satisfaction in work to staff and volunteers,
- * educate the next generation of providers to be patient and family-centered, and
- * foster trust, teamwork, and compassion,

It is our goal to lead this culture change, and it is our commitment to our patients and families that will energize us to be the national leader for patient and family-centered care by 2022.

Post-event insight:

- * Employees valued the opportunity to hear from site and corporate leaders—audiences were engaged and interactive.
- * We need to continue to reinforce collaboration and partnership through communication among staff, patients, and families. It is imperative for employees to recognize that PFCC requires full participation.
- * We must maintain engagement sharing examples of how employees in various roles may integrate PFCC core concepts into daily processes and behaviors.



WHICH CORE CONCEPT IS YOUR BIGGEST OPPORTUNITY FOR CHANGE IN YOUR ROLE?



■ Collaboration	31.0%
■ Respect & Dignity	28.0%
■ Information Sharing	28.2%
■ Participation	12.8%

Attendees left events feeling engaged and inspired to embrace and champion PFCC change...

...and this is just the beginning.

Inter-professional Collaboration

Aligning institutional initiatives with PFCC

Authentic culture change will be realized when every policy, program and process across Beaumont recognizes our patients and families as partners in care and valued members of the health care team. To this end, 2017 brought both the continuation and formation of relationships with departments and disciplines to integrate patient and family-centered principles and practices into all that we do.



Department/ Initiative	A Sampling of Alignment Efforts
Human Resources	<ul style="list-style-type: none"> •incorporated PFCC education into New Employee Orientation •integrated PFCC language and concepts into nursing job descriptions and behavioral interview questions
Information Technology	<ul style="list-style-type: none"> •engaged PFAs to create new communication processes for radiology portal communication •engaged PFAs to develop My Story, a tool that recognizes the healing power of a life story to improve health care experiences •staff in-serviced on how to think innovatively working with PFCC principles
Marketing & Communications	<ul style="list-style-type: none"> •collaborated to produce branding and marketing strategies for PFCC messaging, create PFCC education via written and video formats, and develop and implement Moonshot Roadshow
Nursing	<ul style="list-style-type: none"> •integrated PFCC education into Nurse Orientation, Graduate Nurse Residency Curriculum, Nursing Strategic Goals, and Evidence-based Practice partnerships
Quality & Safety	<ul style="list-style-type: none"> •incorporated patient and family engagement education into Quality Academy •collaborated with PFCC Team and PFAs to update disclosure & flu policies
Service Excellence	<ul style="list-style-type: none"> •integrated PFCC philosophy and principles into Service Model •engaged PFAs to create “commit to sit” communication program to build trust and relationships by getting to know the person behind the illness or condition

Creating patient and family-centered providers of the future

In 2017, faculty from Oakland University William Beaumont School of Medicine and the OU School of Nursing began a partnership with Beaumont staff to form the **Inter-professional Education Committee (IPE)**. Realizing the importance of developing our students into patient and family-centered health care professionals, this committee focused on creating an educational model whereby two or more health professions learn together and recognize the patient and family as integral members of the team. Moving into 2018, the IPE committee will work toward engaging patients and families as educators in instructive settings.



Learning through story

Story is the heart of PFCC. When we share experiences through story, we make human connections that reinforce academic principles. Stories help us to learn what we are doing well and where opportunities for improvement exist. **In 2017, Beaumont staff and students were inspired and motivated by patient and family stories during 46 classes and in-services** including new employee, resident and medical student orientations, staff meetings, and caring connection forums. Learning through story is the foundation to creating and achieving PFCC culture transformation.



THANK YOU

Beaumont would like to thank our PFAs, PFACs, PFCC staff, and workforce champions for their time and dedication to advancing patient and family-centered care and compiling the content for this first annual report.

Powered by partnerships, we will continue to make Beaumont the best place to provide and receive compassionate, extraordinary care every day!

We remember...

Many of our PFAs join us as former patients or in memory of a loved one who received care at Beaumont.

With gratitude,
we remember them always.



Beaumont

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