What exactly is Patient and Family Centered Care?

Patient and Family Centered Care redefines the relationships in health care. Four core principles define Patient and Family Centered Care:

- Respect and dignity
- Information Sharing
- Participation
- Collaboration: Patients and families are included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

This is the framework we use to guide our Patient Partner efforts. At Park Nicollet Patient Partners collaborate with staff to help deliver better, safer care for all patients and families.

New opportunities for Patient Partners continue to arise. If you are interested in exploring other ways to be involved contact:

Anita Bilden
Coordinator, Patient and Family Centered Care
(952) 993-7139 or anita.bilden@parknicollet.com

Compassion in the community

The Eagan Clinic has a long history of actively engaging Patient Partners. In 2016, at the suggestion of the clinic’s Patient Partners, the clinic held a food drive. From helping to bring in donated items to sorting and organizing bags of food the Patient Partners were eager to help fill an identified need in the community, food. In a 3 week span they bagged and gave away 35 bags of groceries in Eagan. The clinic screened patients for “food insecurity” during the rooming process and were amazed at the need. Staff and Patient Partners donated all of the food that was given out. This was a true partnership to better meet the needs of patients in the community.

In 2016 patient and family partnerships at Park Nicollet continued to thrive. Patient Partners work with Park Nicollet to improve care experiences, processes, and spaces from the perspective of those we serve. At times the work ahead can seem daunting, this report begins to tell the story of the impact of Patient Partners across the care system. It is with immense gratitude that Patient Partners serve, with us, in providing the best possible care.

While walking along a beach, an elderly gentleman saw someone in the distance leaning down, picking something up and throwing it into the ocean.

As he got closer, he noticed that the figure was that of a young man, picking up starfish one by one and tossing each one gently back into the water.

He came closer still and called out, “Good morning! May I ask what it is that you are doing?”

The young man paused, looked up, and replied “Throwing starfish into the ocean.”

The old man smiled, and said, “I must ask, then, why are you throwing starfish into the ocean?”

To this, the young man replied, “The sun is up and the tide is going out. If I don’t throw them in, they’ll die.”

Upon hearing this, the elderly observer commented, “But, young man, do you not realize that there are miles and miles of beach and there are starfish all along every mile?

You can’t possibly make a difference!”

The young man listened politely. Then he bent down, picked up another starfish, threw it back into the ocean past the breaking waves and said, “It made a difference for that one.”

-Loren Eiseley
It started with a story

Patient Partners are often called upon to share their patient or family care experiences with teams at Park Nicollet. Last summer JoAnne Berkenkamp was a new Patient Partner when she was asked to share her compelling extended inpatient experience with leaders on the Methodist Campus.

JoAnne’s primary message was of gratitude for the many team members who played a role in providing exceptional care during her 55 day inpatient stay at Methodist. She also noted the challenges she faced while dealing with the rare autoimmune disorder that landed her at Methodist. One primary issue related to sleep, or lack thereof.

JoAnne left the group of leaders with two take-away’s. The first was a profound thank you to the leaders for the incredible team work that saved her life. The second was a challenge to leverage existing sleep-related resources and develop new ones to help patients maximize their ability to sleep while at Methodist, acknowledging how instrumental quality sleep is in the healing process.

Leaders were listening. With improving sleep and “quiet at night” also an inpatient priority, a sleep “dream team” was formed in early 2017. The team includes two MD’s, representatives from the nursing staff, a Park Nicollet sleep therapist, and others, along with JoAnne and her sister who spent many-a-night on Four-East while JoAnne was with us. This steering group is now working to identify and propose strategies to improve patient experience with sleep while they are inpatients at Methodist.

Patient Partner Awarded
2016 Park Nicollet Earle Dresser Award

The 2016 Earl Dresser Quality of Service Award was awarded to Patient Partner and Volunteer Kathy Rundquist Two mornings each week Kathy arrives to Methodist before 6:00 am to volunteer as an Early Bird. She delivers a newspaper as well as a warm washcloth to patients in the hospital. Having been by her husband’s side during his extensive hospitalization Kathy understands how appreciated and meaningful these visits and small gestures can be to patients and their families.

In addition to serving as an Early Bird, for over he past two years Kathy serves as a Patient Partner on the Methodist Campus Patient and Family Partnership Council. Kathy and the council have been lending their experience and input on pressing items facing Methodist Hospital and the campus.

Using her experience as an Early Bird, Kathy has been instrumental in shaping a sustainable Patient Partner Rounding Program as well as connecting her rounding. Kathy was the first to volunteer to peer round on the 5th floor of Methodist and has since served as a rounding mentor to other Patient Partners new to rounding.

We are extremely grateful to the beneficiary of Kathy’s service. If you want to learn more about rounding contact Anita Bilden at (952) 993-7139.

In 2016 175 Patient Partners served on 27 patient and family advisory groups to make good happen at Park Nicollet

Here are some of the accomplishments

- Provided input on improving patience experience at the St. Louis Park Clinic
- Reviewed communications to make is easier to understand and patient focused
- Helped facilitate the diabetes support group
- Spoke at the Joint Replacement Pre-Surgery Class
- Shared my story with therapists and nursing staff
- Began a dementia friendly initiative at our clinic
- Helped redesign the flow and access to the lab
- Reviewed renovation plans and was able to affirm the good points and make suggestions
- Added arm chairs to exam rooms to better assist patients
- Shared my patient story at Grand Rounds
- Made a video with staff to illustrate the importance of a warm welcome
- Helped improve Health Care Directive information to more clearly define medical terms so patients can better understand them
- Reviewed clinician information for clinic information screens
- Added activities offered at our location;
  - Nordic pole and cycling with patients, collected outcome data for grand writing and investment in outreach programs
  - Contributed to the redesign of the lower level of the Burnsville Clinic
  - Started a reading program at our clinic
  - Participated in Patient Partner Rounding at Methodist
  - Improved handicap parking access at the hospital
  - Helped improve the inpatient room layout as part of the hospital modernization project
  - Reviewed welcome admission packets
  - Participated on a 3P quality improvement event on space utilization
  - Started a Peer Orthopedic Visitor Role – 498 visits made thus far
  - Updated the Orthopedics Care Guide

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Provided feedback with our remodel project including; signage, patient room set as well as clinic flow
- Added arm chairs to exam rooms to better assist patients
- Reviewed communications to make is easier to understand and patient focused
- Provided feedback on Annual Plan
- Gave input on new scheduling guidelines
- Provided feedback on patient room set as well as clinic flow
- Provided feedback with our remodel project including; signage, patient room set-up, and marketing
- Supported efforts to prevent hospital falls
- Helped develop content for Warm Welcome training
- Provided continued input on improving the After Visit Summary (AVS)
- Supported service recovery efforts during campus construction; helped reframe the notion of service recovery to care recovery
- Reviewed and edited new a Lost & Found Policy
- Provided feedback on information that would be helpful to display on the ICU information screens
- Helped staff better understand pain management and expectations from the patient perspective