

ENGAGING PATIENTS AND FAMILIES IN QUALITY AND SAFETY

A DEEP, TRANSPARENT PARTNERSHIP

ARMANDO NAHUM

SEPTEMBER 21, 2023





NAHUM FAMILY INFECTIONS



Quint Nahum

November 2005

Rochester, New York



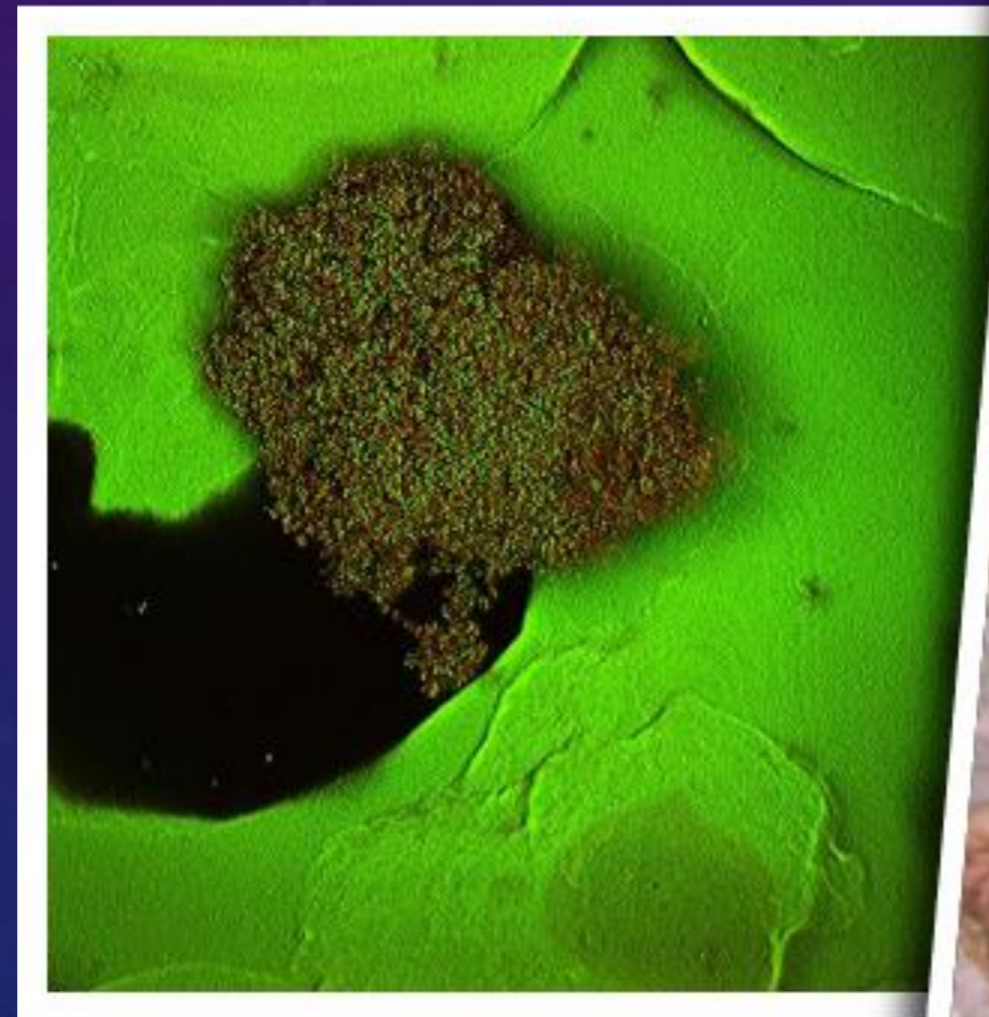
NAHUM FAMILY INFECTIONS



Quint Nahum
November 2005
Rochester, New York



Victoria Nahum
March 2006
Atlanta, Georgia



NAHUM FAMILY INFECTIONS



Quint Nahum
November 2005
Rochester, New York



Victoria Nahum
March 2006
Atlanta, Georgia



Joshua Nahum
September 2006
Lomgmont, Colorado







***SENSITIVE DEPENDENCE
ON INITIAL CONDITION***



***CHANGE ONE THING,
CHANGE EVERYTHING...***

PATIENT EXPERIENCE

WHY IS IT IMPORTANT?





FOCUS GROUP and PFAC vs PFACQS®

HOW DO WE EMBED PATIENTS AND FAMILIES INTO PATIENT SAFETY?



David B. Mayer





STUDY OBJECTIVE

To determine if a correlation exists between Person and Family Engagement implementation and improved outcomes.

PFE-INTEGRATED QUALITY & SAFETY

PFE-integrated Quality and Safety Program

1. PFE programs are managed as a strategic priority with board oversight.

Executive leadership and staff manage high-performing PFE programs as a part of quality, safety and operational improvement, and report outcomes to the board of directors.

1.1 Leaders align PFE with organizational vision/mission/values and drive organizational behaviors through explicit internal and external messaging.

1.2 Leaders dedicate staff and resources to develop a structured PFE program that includes a PFAC.

1.3 PFE staff identifies, selects and onboards PFAs through standardized processes that include outreach to people who have experienced service issues.

2. Patients and families are embedded in quality, safety and operational improvement efforts.

Organization trains and educates PFAs to partner with clinical and operational staff and leaders to achieve quality, safety and operational improvement goals.

2.1 Organization prepares PFAs to contribute to quality, safety and operational improvements.

2.2 Organization prepares staff to partner with PFAs.

2.3 PFAs engage in process redesign at the earliest possible point to co-create solutions that avoid unnecessary delay, rework and cost.

2.4 Organization tracks contributions made by PFAs, as well as their impact on outcomes.

3. PFE programs are leveraged to foster continuous learning and innovation.

PFAs engage broadly throughout the organization; learnings further implementation of PFE practices that impact outcomes.

3.1 Organization "liberates" PFAs from conference rooms and deploys them across the organization.

3.2 Organization communicates lessons learned from the PFE program throughout the organization, including outpatient facilities and settings.

3.3 PFE program continuously evolves to meet the needs of the organization.

CONCLUSION

Key Lessons Learned

- PFE – Recipe for Success
- Have a PFAC? – Educate them in Q&S
- PFAs on your BoD / BoD member on your PFAC
- PFAs – Liberate them from Conference Room
- Full Transparency = Success
- PFAC Recognition

THANK YOU!