Building Capacity to Deliver Person-Centred Care

Partnering to accelerate best care, best health, best value

Des partenariats pour offrir de meilleurs soins, être en meilleure santé, optimiser les ressources
## Agenda

<table>
<thead>
<tr>
<th>Topic</th>
<th>Time</th>
<th>Speaker</th>
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<tr>
<td>Welcome</td>
<td>10:30 – 10:35</td>
<td>Lynn Dionne</td>
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<tr>
<td>Keynote address</td>
<td>10:35 – 11:05</td>
<td>Carrie Brady</td>
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<tr>
<td>Moderated Panel Discussion</td>
<td>11:05 – 11:40</td>
<td>Moderator: Genevieve Obarski</td>
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<td>Panellists:</td>
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<td>• Cathy Covino</td>
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<td>• Tanya Spencer-Cameron</td>
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<td>• Janice Cox</td>
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<td>• Carrie Brady</td>
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<td>Always Events for Ontario</td>
<td>11:40 – 11:55</td>
<td>Group</td>
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<td>Closing Remarks</td>
<td>11:55 – 12:00</td>
<td>Lynn Dionne</td>
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Objectives

At the end of this module, participants will be able to:

• Describe what person-centred care means and how it differs from current health care service delivery
• Discuss the importance of capturing the voice of the person
• Recall examples of how teams have redesigned health care services to meet people’s needs
• Identify ‘always events’ that individuals/ team should consider when creating capacity to provide person-centred care
Improving the quality of health care through the eyes of the patient

Carrie Brady, JD, MA
Always Events® Consulting Team
cbradyconsulting@gmail.com

The Picker Institute is an independent nonprofit organization dedicated to promoting the advancement of patient-centered care.
Overview

- Using Always Events® to build capacity for person-centered care
  - What are Always Events®?
  - Unique benefits of the Always Events® approach to improving person-centered care
  - Always Events® in practice
- Panel discussion
- Full group discussion

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Defining the goal: what is person-centered care? Multiple definitions, common themes

Picker Institute Principles of Patient-Centered Care

- Respect for patients’ values, preferences and expressed needs
- Coordination and integration of care
- Information, communication and education
- Physical comfort
- Emotional support and alleviation of fear and anxiety
- Involvement of family and friends
- Continuity and transition
- Access to care

Institute for Patient- and Family-Centered Care Characteristics

- Respect and dignity
- Information sharing
- Participation
- Collaboration
We can’t achieve person-centered care on our own

- Person-centered care requires that we see the healthcare experience “through the patients’ eyes”
- To do so, we need to actively partner with patients and families
- Doing things for patients and families is not enough, we need to work together
• Always events® build on a firm foundation of family and patient partnership, of staff engagement, and of leadership.
A unique strategy to advance person-centered care

Always Events® for the optimal patient experience are:

• “those aspects of the patient and family experience that should always occur when patients interact with health care professionals and the delivery system.”
An Enduring Legacy: Picker Board approves the new organization wide strategic operating principle, “Always Events”, defined as aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the healthcare delivery system.

Phase One, National Steering Committee: Picker Convened a National Steering Committee (NSC) to guide a strategy to move this organizing principle into the mainstream of healthcare delivery, through the implementation of specific initiatives and demonstration projects using Always Events at the national, community, and organizational level.

NSC Mission: To oversee the continued development and national implementation of the Always Events Initiative

Phase Two, Demonstration Projects: Picker and the NSC focused on the design and implementation of an Always Events research agenda.

• The AE Challenge Grant Program was established to provide matching grants to support the development and implementation of innovative projects designed to demonstrate how the Always Events concept can be implemented in practice.

• 21 American healthcare organizations were ultimately selected to advance the initiative.

• The NSC continues to provide strategic oversight and implementation guidance for the AE initiative.

Phase One, Discovery:
• Focus groups held with patients, frontline health care providers, and 35 leaders in the healthcare field.
• Background White Paper developed by Shaller Consulting
• National Summit Meeting of key stakeholders convened
• Always Events framework approved

Phase One, Guiding Themes:
Communication and Care Transitions were identified as the major themes for the Always Events initiative.

Phase Two:
• Collaborative Learning Network: Grantees share tools and strategies for achieving the selected Always Events.

• Recognition Program: Enables non-grantees to apply for recognition of programs as Always Events.

• Blueprint for Action: A practical resource guide to be released in December 2012 will help organizations improve the patient experience, engage staff, and transform healthcare.

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Always Events® National Steering Committee
Exploring Always Events®

Patient/family perspectives

• “When I am a patient or family member in a healthcare setting, I want providers and staff to always ____________________ .”

Building organizational capacity

For each need identified by patient/family, ask providers/staff:

• What barriers prevent you from always doing this?

• What needs to be in place for you to be able to consistently do it?
Unique characteristics of the Always Events® initiative

- Positive focus
- Open architecture
- Balances flexibility with specificity
- Builds an innovative community that is sharing practical resources and tools

Always Events® unite patients, families, providers, and other interested stakeholders around common goals.
How “Never” Events Can Feel

“STOP PATIENT FALLS!”
Always Event® approach to falls: safe patient mobilization program

- Designed to always engage interdisciplinary staff, patients and families in preventing falls
- Integrates evidence-based practices in easy to use tools

Program developed by Sharp Memorial Hospital
Open architecture taps into front-line wisdom

“Seeds of great discoveries are constantly floating around us, but they only take root in minds well prepared to receive them.”

Joseph Henry
Always Events® selection criteria

- **Important:** Patients have identified the experience as fundamental to their care
- **Evidence-based:** The experience is known to be related to the optimal care of and respect for patients and families
- **Measurable:** The experience is specific enough that it is possible to accurately and reliably determine whether or not it occurs
- **Affordable:** The experience can be achieved without substantial capital expense
Practical resources

• Toolbox
• Videos
• Idea guide
• Webinars

Extensive Always Events® resources are available at no charge online at: http://alwaysevents.pickerinstitute.org/ or at: www.pickerinstitute.org
Always Events® learning network webinars

• Crucial conversations during critical life events
• Redesigning discharge
• Amplifying patient and family voices: from listening to partnering
• Patient safety: tools and strategies to enhance outcomes
• Critical elements of communication
• Effective strategies for educating both providers and patients
• When the patients are children: pediatric always events
• Enhancing care for elders
• Innovative approaches

All webinars available for free replay at http://alwayseventspickerinstitute.org/?cat=28
Future new Always Events® resources

To be released December 2012
Always Events®:

• Blueprint for Action
• Healthcare Solutions Book

• The Blueprint for Action will provide practical, operational guidance on using Always Events® to improve health care
• The Healthcare Solutions Book will summarize successful projects and itemize tools available for use and adaptation
Examples of Always Events® in practice
Always Events® guiding themes

Communication
• Interactions and information exchange between patients and providers, as well as between members of the care delivery team

Care transition
• Patient and family experiences in moving from one provider or health care setting to another
Always Events® standardizing and streamlining transitions

• SMART Discharge Protocol™
  • Symptoms I should look for
  • Medication notes
  • Appointments
  • Results that are important to discuss with my doctor
  • Talk with me more about

Call 443-482-4000 for urgent health questions after you leave the hospital.

Source: Anne Arundel Medical Center
University of Minnesota Amplatz Children’s Hospital MyStory

- Helps providers connect with each child as a person, not just a patient
- Non-clinical information integrated into electronic medical record to create a patient story
  - E.g., hobbies, nicknames
Always Events® building effective partnerships

Partner with Me Program
UCSF Medical Center
Improves hospital care for patients with dementia:
  • Patient/family preparation
    • Educational video
    • Education packet
  • Targeted Care
    • Focused screening assessment
    • Dementia specific care plan
  • Staff training
    • Alzheimer’s Association Training
    • Volunteer Team

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Always Events®: Improving Communication

<table>
<thead>
<tr>
<th>Today’s Visit: _____ / _____ / _____</th>
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<tbody>
<tr>
<td>1. “I am managing my Health……”:</td>
</tr>
<tr>
<td>&quot;Excellent&quot;   &quot;Good&quot;   &quot;Not Good&quot;   &quot;Not Sure&quot;</td>
</tr>
<tr>
<td>😊😊😊😊😊😊😊</td>
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<tr>
<td>2. “What do I want to ASK my Provider today?”</td>
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Source: Northeast Valley Health Corporation Making the Most of My Visit Tool

Source: Saint Joseph Hospital Comfort and Pain Relief Menu
Always Events® recognition program

- Enables any organization that has successfully implemented a program meeting the Always Events criteria and foundational elements to be recognized.
  - Foundational elements include leadership, partnerships with patients/families, and staff engagement.
- Recognized organizations share tools/practices
- First recognition awarded to Sharp Memorial Hospital for its innovative falls prevention program

Recognition application available online: http://pickerinstitute.org/app-for-ae-recognition-2/
“[T]he concept of Always Events’... is the medical measurement equivalent of that popular management tool of ‘Always catch someone doing it right!’ Physicians are likely to want to participate in discussions about these positive and important aspects of the care experience.”

Tom James, MD
Medical Director, National Network Operations, Humana Inc.
Moderated Panel Discussion

Moderator:
  Genevieve Obarski, The Change Foundation

Panellists:
  Cathy Covino, Thunder Bay Regional Health Sciences Centre
  Tanya Spencer-Cameron, Timmins Family Health Team
  Janice Cox, Patient and Family Advocate
  Carrie Brady, CBrady Consulting
Consider ALWAYS EVENTS®” from the following perspectives:

1. As a person or family member in a healthcare setting, I want providers and staff to always __________________ .

2. As a provider or staff member in a healthcare setting, it is important for me to always __________________ .

3. As a senior leader or administrator in a healthcare setting, it is important to always ____________________ .

Please write your Always Events® on the sticky notes provided on your table; place on the appropriate flip chart when leaving session. Thank you.