

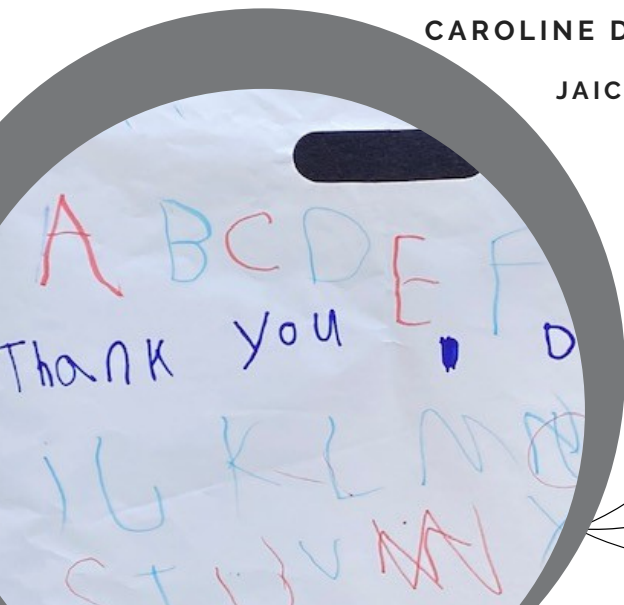


2021

ANNUAL REPORT

CAROLINE DELONGCHAMPS, PFCC MANAGER

JAICIE METZ, MHA CANDIDATE



PATIENT- AND FAMILY- CENTERED CARE

Department:

Caroline DeLongchamps, PFCC Manager

Kelly Loyd, Volunteer Patient and Family
Advisor and Family Faculty

Reports to:

Danielle Scheurer, MD, MSCR
CQO, MUSC Health System

David Bundy, MD, MPH, FAAP
CQO, MUSC Charleston

When patients, their families, doctors, nurses, and other healthcare professionals form a partnership that benefits everyone, this is Patient-and Family-Centered Care (PFCC).

It means working “with” patients and families,
rather than just doing “to” or “for” them.

Our ultimate goal is for MUSC care team members, patients and
families to work together to ensure the best outcomes and enhance
the quality and safety of health care.

OUR FOCUS

Core Concepts of Patient- and Family-Centered Care

from the Institute for Patient-and Family-Centered Care (IPFCC)

Dignity and Respect

Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

Information Sharing

Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.

Collaboration

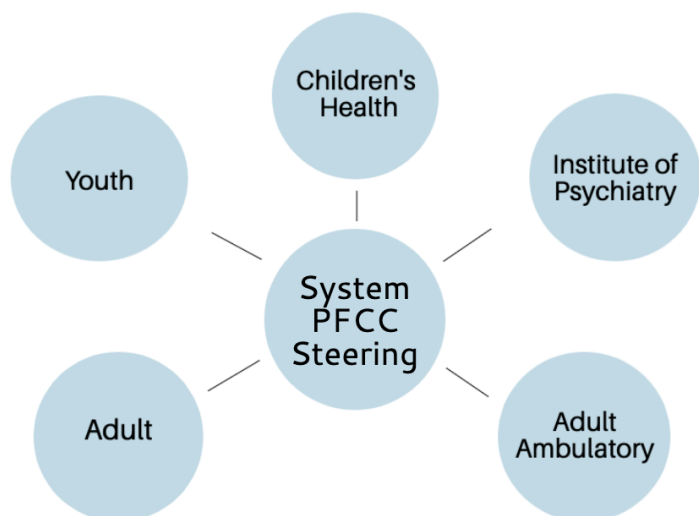
Patients, families, health care practitioners, and health care leaders collaborate in policy and program development, implementation and evaluation; in research; in facility design; and in professional education, as well as in the delivery of care.

Participation

Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

CHARLESTON

PATIENT AND FAMILY ADVISORY COUNCILS (PFACs) & FAMILY FACULTY



PFCC STEERING COMMITTEE:

This team includes PFAC members and key stakeholders in the organization who create innovative ways to foster a culture of partnerships at the health system level.

A PFAC is a partnership between patients, their families and MUSC care team members. Patients and families, who we call Patient and Family Advisors (PFAs), share their unique perspectives to help MUSC Health improve the way care is delivered. All of our PFACs meet monthly.

In addition to the PFACs, PFAs may serve on hospital committees and/or the Family Faculty program. Family Faculty members teach the core concepts of PFCC by sharing their stories in our 6 colleges.

62 PFAs + 60 Care Team Members =
122 Total PFAC Members

28

**Record # of committees or task forces
with PFA participation**

2,498

**Record # of
Hours Donated by PFAs!**

Examples of Committees with PFA Participation:

MyChart Steering

Patient/Family Education

Quality Executive Committee

Root Cause Analysis

Safety Rounds

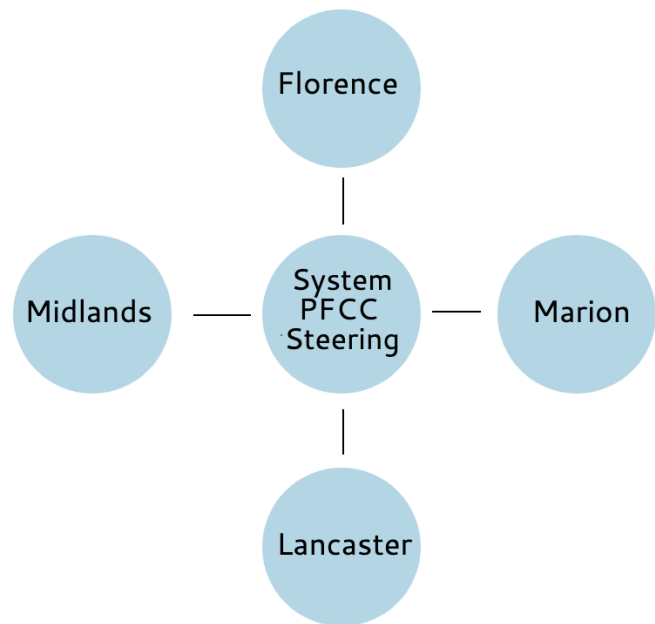
Vaccine Task Force

INTRODUCING THE REGIONAL HEALTH NETWORK PFACs

MUSC Lancaster/Chester identified Megan Benton, RN as the Staff Liaison and Judy Robinson, CQO as the Executive Champion. They added 2 PFAs to the Council!

MUSC Midlands has a PFAC Executive Champion in Maria Calloway, their CNO, who brings energy and commitment to creating a culture of partnerships!

34 PFAs + 32 Care Team Members =
66 Total PFAC Members



Marion PFA signs the beam for the Topping Off Ceremony at Black River Hospital

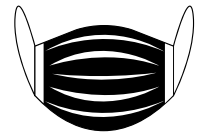
MUSC Marion PFAs reviewed the CNO letter that was placed in patient rooms with the goal of educating patients and families about bedside shift report. PFAs participated in Blessing of the Hands and Gun Violence Awareness events. One PFA signed the beam for the Topping Off Ceremony for the new Black River Hospital!



Florence PFAs offer feedback on directional signs for the Chest Pain Center

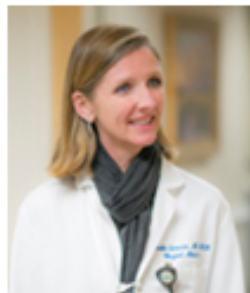
MUSC Florence involved PFAs in the discharge review paperwork for the Acute Surgery Center as well as signage for the Chest Pain Center. The PFAC reviewed the Covid Vaccine drive-thru paperwork and a PFA was invited to attend Safety Rounds!

GLOBAL PANDEMIC



The foundation of a PFCC culture is ensuring families are not considered visitors but valuable members of the team. COVID-19 forced us to restrict visitation, which meant our patients would receive care isolated from family and loved ones. However, Dr. Scheurer offered her perspective on family presence and visitation throughout the pandemic. In addition, MUSC Health PFACs never stopped meeting and leaders ensured the voices of our patients and families were incorporated in many ways.

"We all know how difficult COVID-19 was for our care team members. One program that made it easier for us was our Patient and Family Advisory Councils and Patient and Family Advisors. They endured COVID-19 with us, helping with policies, procedures, signage, access, vaccines and so much more."



Danielle Scheurer,
M.D.

"What we and others discovered in that, with these restrictions in place, many of our quality and throughout metrics worsened in patients with and without COVID-19. Most hospital-acquired infections, falls, pressure injuries, and length of stay all increased as visitor restrictions tightened."

SCHA Hospital Visitation Toolkit



CEO Update

The South Carolina Hospital Association (SCHA) activated the Hospital Access, Family Presence and Visitation Task Force to rethink hospital visitation and access practices from the standpoint of patient safety, quality of care, and security while ensuring commitment to Patient-and Family-Centered Care. The goal was to provide tools, templates, and resources to design a program that best suits local needs.

-Thorton Kirby, SCHA CEO

MUSC Health's PFCC Manager was invited to serve on this team and helped with the creation of a Hospital Family Presence and Visitation Road Map to assist decision-makers, as well as a communications toolkit to support operations.

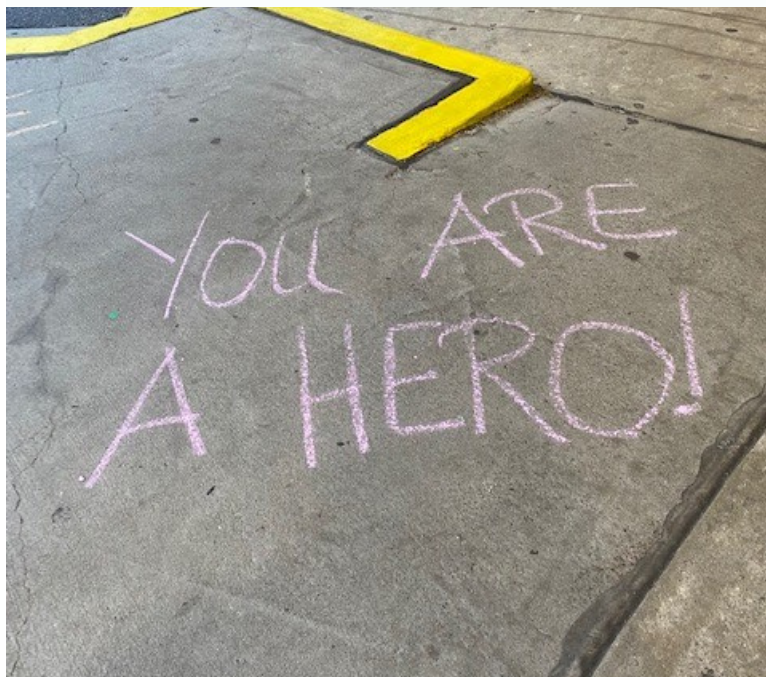
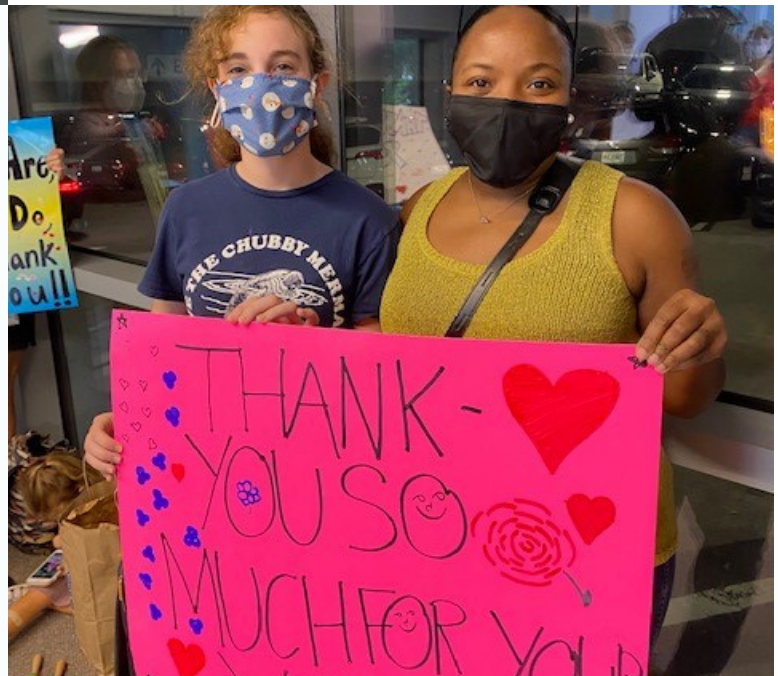


CARE TEAM MEMBER APPRECIATION EVENTS

As the tenor changed in the community and the country, our care team members started to feel the brunt of the negative dialogue surrounding the virus, mask-wearing and the vaccine.

Our Patient and Family Advisors felt compelled to show up and support the healthcare professionals who care for them, their children and their family members.

PFAs made signs and used sidewalk chalk to let healthcare workers know how important they are to them! They also created a video thanking care team members for their dedication and commitment. Scan the QR code to watch their video.

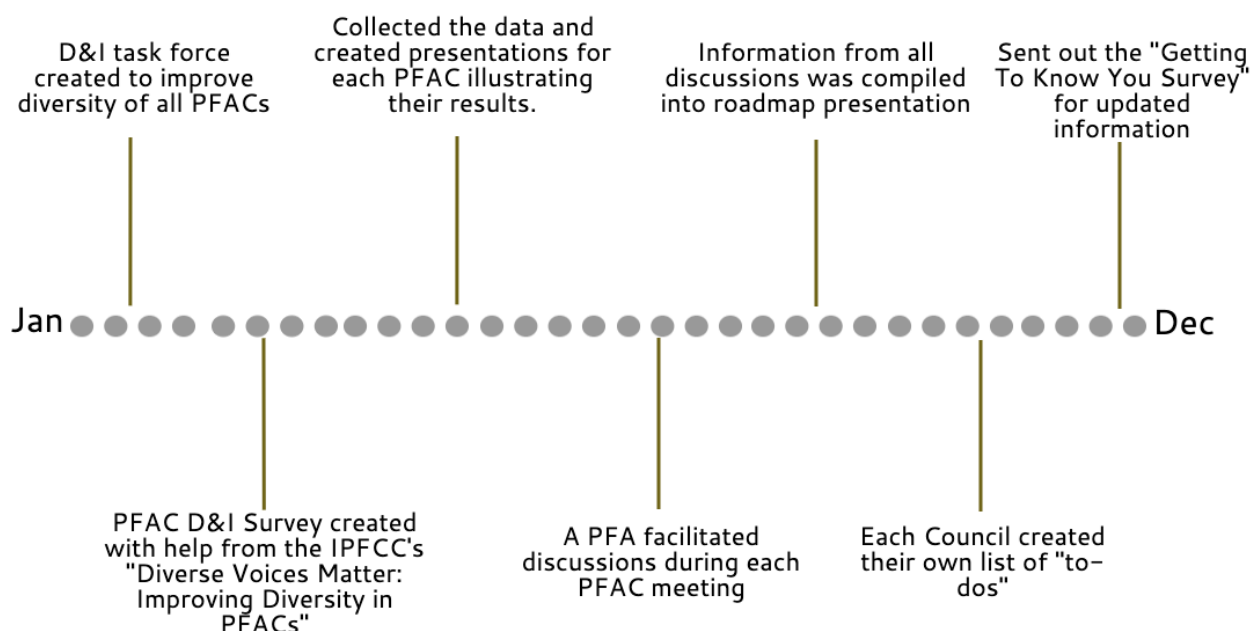


**PATIENT & FAMILY ADVISORS
SAY THANK YOU**





PFAC Diversity & Inclusion Journey



As a result of the work shown above, all PFACs are:

- Keeping D+I as a line item on their agendas every month
- Doing 5 minute introductions by a member at every meeting
- Creating membership lists including bios and headshots
- Collecting the "Getting To Know You" data to create an accurate picture of each PFAC. This will help with meaningful recruitment.

PFAs Discuss Disparities in Healthcare

Dr. Gilbert, faculty member, facilitated a patient panel on disparities in healthcare. She invited 3 PFAs to present: Connie Montgomery (Adult Ambulatory PFAC), Leslie Jackson (Children's Health PFAC) and Caleb Brown (Youth Patient Advisory Council).

"We started this journey with a goal of recruiting a diverse group of members that represent the populations we serve. Along the way, we recognized that being inclusive is equally as important. We want to make sure that everyone "at our table" feels valued and welcomed."

- A patient and family advisor

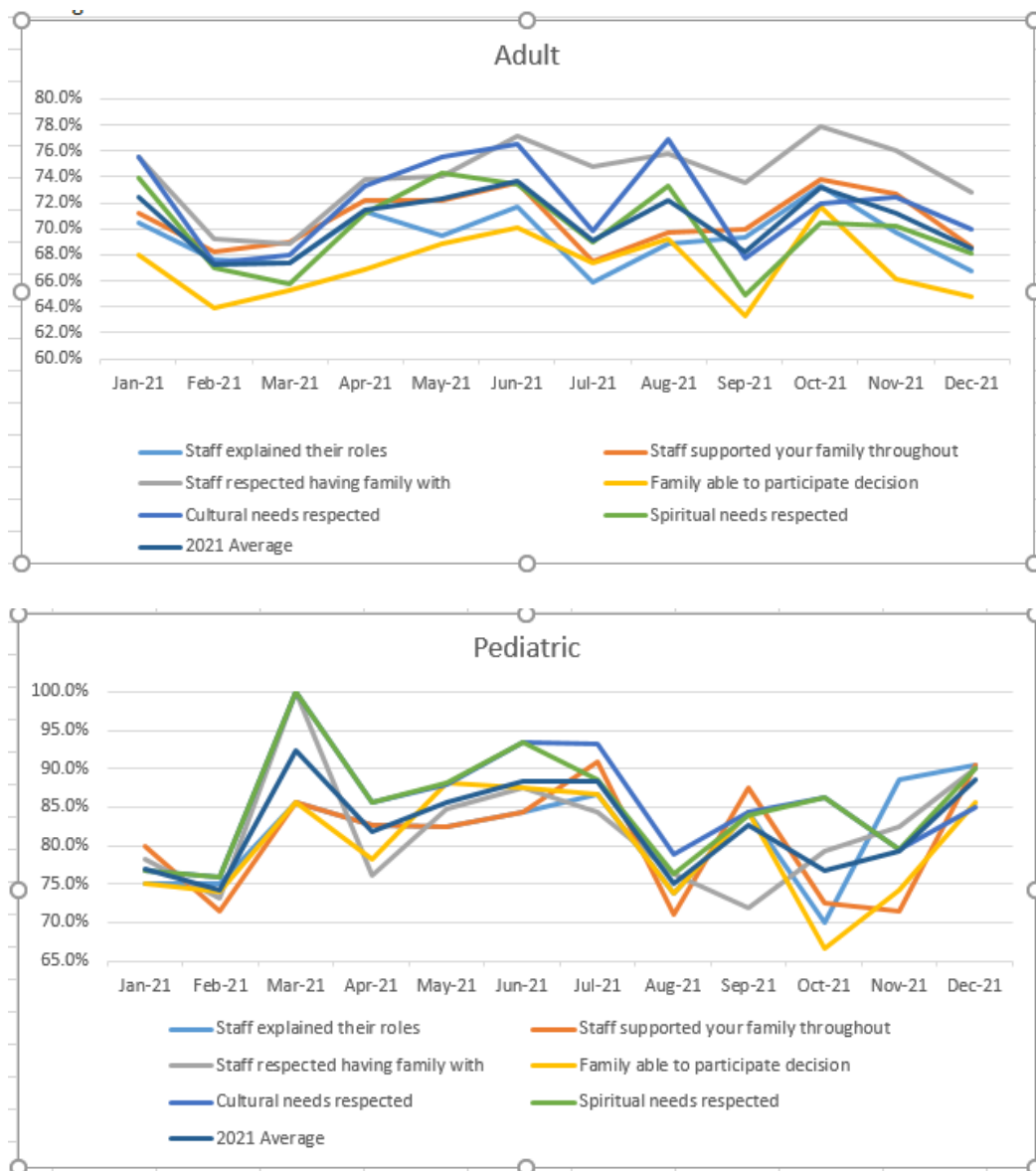
PFCC & Press Ganey

6 custom questions on the Press Ganey inpatient survey were designed with the IPFCC to help hospitals focus on partnerships with providers, patients, and their families.

This year, in partnership with the Director of Patient Engagement, we filmed training videos with our PFAs and our chaplain, to illustrate the importance of the questions in the survey. See a few of their stories by scanning the QR codes.



The graphs below show the questions and responses to the Press Ganey surveys completed by patients and their families treated at MUSC.



PFCC EDUCATION

Our Stories (formerly known as The Patient Story Library)

We give patients and their families the opportunity to educate care team members by sharing their stories.

The videos are located in MyQuest for students, faculty and care team members at MUSC Health. Stories can be used to start a meeting, connect to purpose or share with others to teach the core concepts of PFCC.

This year we included a story from one of our surgeons who shares the importance of disclosing medical errors to patients and families in a timely way that ensures dignity, respect and transparency.



MORE THAN WORDS

In collaboration with the Office of Humanities, Family Faculty members tell their healthcare stories to MUSC students.

More Than Words is an opportunity for students to listen to personal patient experiences and engage in meaningful dialogue about the value of Patient- and-Family-Centered Care.

Sessions provide an introduction to the *medical humanities*, *narrative medicine*, the *Family Faculty program* and their expanding role in health care education and practice.

In 2020 we had the opportunity to conduct a session with the College of Pharmacy prior to COVID cancelling future classes.

- The College of Medicine
- Flex Humanities
- IP Caregiver Class
- Introduction to Pharmacy

PFCC IN STUDENT CURRICULUM

Nationally innovative and recognized by Vizient and the IPFCC, these Interprofessional (IP) courses were co-created by the Office of Interprofessional Initiatives and the PFCC Department.

IP 741-CLINICAL CARE/PATIENT-AND FAMILY-CENTERED CARE (SPRING AND FALL)

This is a required IP course and PFCC is one of the options. Working in IP groups, learners will conduct an in-depth analysis of clinical care topics related to patient care. They will explore issues related to the US health care system, patient-and family-centered care, and cultural humility.

Students practice authentic listening by having conversations with PFAs to understand the significance of patient and family stories and how the core concepts of PFCC are essential elements to one's professional practice.

3RD YEAR MEDICAL STUDENTS

This seminar/Grand rounds session offered a panel of interprofessional health care providers and a case study with the goal of teaching students about the importance of collaboration among disciplines to provide the best outcome for our patients. The PFCC manager shared her story along with a physician, an RT, RN and PT.

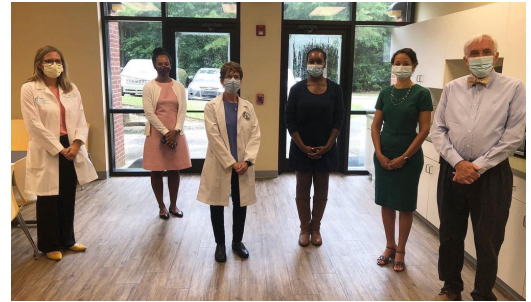
PFCC EXPERTISE ON THE LOCAL, STATE, & NATIONAL STAGE

Presentations Involving PFAs

- **PFCC partners Monthly Workshop**
Reigniting Partnerships with Patients and Families; Connie Montgomery, PFA and Caroline DeLongchamps
- **American Hospital Association Podcast;**
Connie Montgomery
- **Department of Education press conference;**
Leslie Jackson
- **Perkins and Will Virtual Tour and Panel Discussion**
of the Shawn Jenkins Children's Hospital and Pearl Tourville Women's Pavilion; Kelly Loyd, PFA
- **Pattison Academy Town Hall**
Christine Middleton, PFA and Caroline DeLongchamps
- **PFCC partners Workshop Chat;**
Connie Montgomery
- **Vizient research and PFA Focus Groups**
We are listed on their report with insights from our PFAs. the report is posted on their website. also featured in Modern Healthcare



- **HDM /KLAS webinar; "Pioneers, Champions and Catalysts for Patient Experience;**
featuring Dr. David Cole, MUSC President and Caroline DeLongchamps as they discuss the importance of PFCC in healthcare.



Leslie Jackson, PFA standing with MUSC physician, Annie Andrews and other healthcare professionals from across the state at the Department of Education press conference.

PFCC Manager Speaking Engagements

- **Children's Hospital Association;** Re-imagining Quality for the Next Generation
- **KLAS Podcast**
Patient Voice Podcast; Amplifying the Voice of the Patient
- **Tanner Health System Leadership Conference;**
Keynote Speaker; Atlanta Georgia
- **IPFCC; A Covid year in Review:** What We've Learned About Partnerships Across the Continuum
- **East Cooper Rotary Club;** The Journey to Patient-and Family-Centered Care at MUSC Health
- **SC ETV "A Better State Of Health:** 100 Years of the South Carolina Hospital Association"
- **American Hospital Association;** PFAC Blueprint and Podcast; a start-up map, resource guide and podcast series
- **Maryland Patient Safety Webinar** Exploring the Role of PFACs in a Covid-Shaped World
- **MUSC Interprofessional Leadership Series;**
featuring local and national leaders in healthcare

PFA's SHARE THEIR STORIES DURING GRAND ROUNDS

Pediatric Grand Rounds featured a panel of PFAs from our Children's Health PFAC and Youth Patient Advisory Council. Our goal was to address the burnout and resiliency issues in the healthcare profession due to the pandemic. The response was overwhelming and the PFAs were rewarded with emotional and glowing comments from the team.

Aneesa Licorish, Avery Ritchey and Ansara Piebenga inspired the audience with their stories.

Today's Speakers



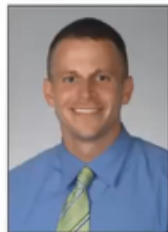
Ansara Piebenga
Parent



Aneesa Licorish
Parent



Avery Ritchey
Patient



David Mills, MD
Associate Professor, Pediatrics
Program Director,
Pediatrics Residency



Caroline DeLongChamps
Manager, Patient- and
Family-Centered Care
Quality and Safety



Mark Scheurer, MD
Chief, Children's Hospital
Women's Integrated Center
of Clinical Excellence (ICCE)

"I just wanted to say how wonderful the grand rounds was today! I was overcome with emotion by the presentations of the parents and particularly Aneesa who asked us to give ourselves a pat on the heart. I really needed that."

-Dr. Mileka Gilbert

"Wow. Just Wow. Thank you each so very much! That was so incredibly meaningful to all of us!"

-Dr. Mark Scheurer

"Thank you so much for this morning and everything you do. Seriously, I have been working on physician well-being for over a year now and you guys did more in an hour than we have done in an entire year. I am so very grateful."

-Dr. Natasha Ruth

ADDITIONAL HIGHLIGHTS



◀ PFA Hosts Holiday Event For Families In The Children's Hospital

Ansara Piebenga prepared crafts and holiday treats for families in the Children's Hospital during the holiday season. She was also able to provide a compassionate ear and her own experience, strength and hope as the mother of a patient.

PFA Volunteers at Rural Vaccine Clinic ▶

MUSC care team members stand with the Mayor of Sellers, SC in front of a vaccine clinic. Alice Leggett, PFA (not pictured) volunteered at this clinic and several others in the area.



◀ PFA Reaches 3,000 Hour Milestone!

Kelly Loyd, a volunteer PFA and member of the Family Faculty reached 3,000 hours with MUSC Health in ten years of service.

CH PFAC Gave Input On Covid Vaccine Sites Before Rolling Out To Children ▶

"I took Nora to get her vaccine, and even though there were tears, she was so excited to get a certificate and meet Bodie the therapy dog. The nurse giving the shot was efficient and kind. Thank you for putting so much thought into making our kids feel empowered and safe!"

-Emily Williams, PFA

