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The Association Between Patient and Family Engagement Practices and Patient Experience

July 2015

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Suggested Citation: Health Research & Educational Trust. (2015, April). *Patient and family engagement and patient satisfaction: Results of a national survey*. Chicago, IL: Health Research & Educational Trust. Accessed at www.hpoe.org

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Financial support from the Gordon and Betty Moore Foundation

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Presentation Overview

- Patient and Family Engagement survey
- Content areas for the study
- Survey findings
- Resources on patient and family engagement

Patient and Family Engagement Survey

- Little is known about the use and effects of patient and family engagement practices in U.S. hospitals.
- The Gordon and Betty Moore Foundation funded the Health Research & Educational Trust to survey hospitals about the patient and family engagement strategies they use.
- Published article: “Patient and family engagement: a survey of US hospital practices”, available at:
<http://qualitysafety.bmj.com/cgi/content/full/bmjqs-2015-004006>.

Content Areas for the Study

Organizational Practices to Support Patient and Family Engagement

- Has the hospital conducted a formal self-assessment of PFE practice use?
- Does the hospital have a patient and family advisory council? If so, and how is it constructed, used, and providing support to other hospital committees?
- What training is provided to staff on partnering and communicating with patients and families?
- Are there policies on facilitating unrestricted access and disclosing and apologizing for errors?
- Are patients and families interviewed for root cause analyses?
- What metrics are used to track implementation of PFE strategies?

Patient and Family Engagement Practices at the Bedside

- Are patients and families encouraged to participate in nurse change-of-shift reports?
- Are multidisciplinary rounds conducted with patients and family members?
- Is teach-back used with patients?
- Are white boards used for patients' daily care?

Providing Access to Information and Shared Decision-Making Support for Patient and Family Engagement

- Can patients examine their health records?
- Do patients have online access to personal health information?
- Are patients provided with decision aids?
- Can patients and families activate a rapid response team?
- Are health literacy and language issues addressed?

Survey Administration Process

- Data collected between July 2013 and March 2014.
- Sample consisted of 3,441 U.S. hospitals.
- 1,457 responded from the sample, representing a 42.3 percent response rate.
- There were some statistically significant differences between respondents and the population of hospitals, but most differences were under 5 percent.

Survey Findings

- Variability in the number of patient and family engagement strategies that hospitals use.
- On the next two slides, the tables with survey findings show associations between specific PFE practices and the HCAHPS question, *“Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?”*
 - **Association between higher scores (1 to 3 percentage points) on this HCAHPS question and the implementation of certain PFE practices.**
- HCAHPS reporting period is from April 2013 to March 2014.
- Analysis includes adjustment for hospital characteristics: teaching status, ownership type, bed size, critical access hospital, and geography.
- Limitations of the survey research include the sample, measures, and that no causality can be shown.

Associations Between PFE Practices and HCAHPS Scores

PFE Practice	Percentage points of patients rating a hospital 9 or 10	Statistical Significance
Committee Engagement		
Hospital-wide patient & family advisory council compared to no PFAC	1.5 pts. higher	p<.05
Over 50% of PFAC is patient & family members compared to under 50%	1.7 pts. higher	p<.05
PFAC meets at least quarterly compared to less often or never	1.8 pts. higher	p<.05
Inclusion of patients & family members in other hospital committees above average compared to average or below	1.0 pts. higher	p<.05
Monitoring Progress Engaging Patients & Families		
Formal self-assessment of PFE strategy use compared to no formal self assessment	1.2 pts. higher	p<.05
5+ metrics for tracking PFE strategy use compared to fewer metrics	0.8 pts. higher	p=.053

Associations Between PFE Practices and HCAHPS Scores

PFE Practice	Percentage points of patients rating a hospital 9 or 10	Statistical Significance
Patient Access to Information		
24/7 access to online patient information portal compared to no 24/7 access	1.8 pts. higher	p<.05
Full access to health records in hospital compared to partial or no access	2.0 pts. higher	p=.053
High commitment to accommodating lower English literacy compared to moderate or low commitment	1.9 pts. higher	p<.05
Patient & Family Inclusiveness		
24/7 unrestricted access to patients by family & partner across all units compared to some or no units	3.0 pts higher	p<.05
High levels of including patients & families in nurse shift-change reports compared to moderate or no inclusion	1.3 pts. higher	p<.05

Survey Findings

- **BOTTOM LINE:** There are a number of PFE practices at the organizational and bedside levels that have a positive association with patient experience.
- Implementing PFE practices in hospitals can have a strong impact on patient outcomes.
- Once PFE practices are implemented, it is crucial to monitor process and outcome measures to ensure that the practices are implemented reliably and continuously improved.
- Patient and family advisory councils (PFACs) can provide tremendous leverage to the hospital's PFE strategies.
- An increasing number of resources is available to help hospitals effectively engage patients and their families.

Key Takeaways

- Engaging patients and their families is a critical strategy to achieving the Triple Aim of improving the patient experience of care (including quality and satisfaction), improving the health of populations and reducing the per capita cost of health care.
- Effective patient and family engagement means implementing key strategies and practices and ensuring that they are implemented reliably and monitored for improvement.

Additional Resources

A Leadership Resource for Patient and Family Engagement Strategies:

[http://www.hpoe.org/Reports-HPOE/Patient Family Engagement 2013.pdf](http://www.hpoe.org/Reports-HPOE/Patient_Family_Engagement_2013.pdf)

The Current State of Patient and Family Engagement Strategies in American Hospitals:

<http://link.videoplatform.limelight.com/media/?mediaId=c5214fa3c2b54842a3a14ef24bd2fc98&width=480&height=321&playerForm=Player>

The Gordon and Betty Moore Foundation Patient and Family Engagement resources:

<http://www.moore.org/programs/patient-care/patient-and-family-engagement>

Partnering to Improve Quality and Safety: A Framework for Working with Patient and Family Advisors:

<http://www.hpoe.org/resources/hpoehretaha-guides/1828>

Acknowledgments

HRET gratefully acknowledges input from Dominick Frosch, PhD, and Susan Baade, MPH, of the Gordon and Betty Moore Foundation; members of the project's advisory panel; and HRET staff supporting the project.

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NOTE: This report does not imply the endorsement of the Advisory Panel on the conclusions summarized in the slides.

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