Children’s National Health System
Engaging Patients and Families at the Point of Care

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Children’s National 1870-2016
Mission:
Care, Advocacy, Research, and Education

- 125,000 ER visits
  2 Emergency Dpts

- 375,000 Ambulatory visits
  Primary, Specialty & Ambulatory Surgery Center

- 21,000 Admissions
  Level IV NICU
  Inpatient psychiatry
  Level 1 trauma

- 6,000 employees
  905 Faculty
  1,750 RNs

- George Washington’s Pediatric Medical School

- Clinical Research Institute: a top NIH funded pediatric institution
Children’s National Health System
Child-Centered Vision

- “My hospital is a bright and happy place that feels like home.”
- “My providers, my family and I are a team, and everyone’s job is important.”
- “The way my hospital works was built around me.”
- “My providers don’t all look alike.”
- “My hospital is my family’s connection to everything I need for my health, whether they provide it or blaze a trail to it.”
Patient & Family Experience Framework and Structure
Surfacing Real-Time Patient/Family Needs
- Maintain focus on purposeful inpatient hourly rounding
- Support expansion of leader rounding with staff & patients/families
- Standardize and mandate Patient and Family Centered Rounds for all services

Transitions of Care
- Improve hand-offs & communication unit-to-unit, team-to-team, inpatient/ED-to-outpatient
- Improve access to appointments (parent preference)
- Implement automated inpatient discharge calls
- Improve care coordination across all services

Child/Family Environment
- Child Life Expansion (Seacrest Studio)
- Improve facility & environmental impression (Welcome Desk & Atrium; Healing Garden)
- Inpatient furniture replacement
- Create a Family Resource Center
- Reduce wait-times

The Way We Lead & Behave to Create Mutually Beneficial Partnerships
- Lean Management Systems
- 360 Evaluations
- Hiring Practices
- Attitude/Professionalism
- Physician & Employee Engagement
- Reward & Recognition
Advancing Patient and Family Centered Care

Patient & Family Experience (PFE) Steering Committee

PFE Corporate Goal
(Local/micro)

PFE Advisory
(System/Macro)

Inpt
Clinics
ED
Survey Rates

Medical Staff
Transparency

Culture
Lead & Learn

Rounding
Surfacing Real-Time Patient Needs

Transitions in Care
Hand-offs (Lean), discharge calls

Access
Appointments

Environment
Child Family Centered

= NEW team
= Existing team
The vision of the Patient and Family Advisory Council is to ensure that each family experiencing care at the Children’s National Medical Center is empowered, respected and honored by integrating their voice throughout the delivery process.
Engaging the Child and Family in their Care: Coordination and Transitions
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Patient-Family-Centered Rounds

Parents and guardians are active members of the care team, sharing their knowledge and observations while the child in the hospital.

**Patient-Family-Centered Rounds** include doctors, nurses and other members of the care team and we encourage parents and guardians to:

- Participate in decisions about the child’s treatment
- Educate themselves about the child’s diagnosis and treatment plan
- Speak up if they have questions or concerns
Hourly Rounds:
Nurses, patient care technicians & unit communications associates

Standardization:
• Perform **introductions**, including your name, title, role in caring for the patient and length of your shift
• Conduct hourly rounding, demonstrating caring and empathic behaviors to patients and families
• Utilize the **white board** as an interactive communication tool with the patient and family
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Patient-Centered Decision Making in Food Selections

DINING

Mean 70.6

n = number of respondents
Children’s National Health System
Communicating and Engaging with Patients

MyBearGuide

Patient Portal

Children's Health Center
Welcome to our Patient Portal. Connect with your Medical Home easily and securely from your computer or phone. Patient Portal is monitored during regular business hours only. For life-threatening medical emergencies call 911.

Using your secure portal you will be able to:

- Medical History
- Appointments
- Request Refills from your doctor
Parent Navigators: Bridging the gaps between patients and families and the health care system

- Primary Care Medical Home
- School Nurse
- Specialty Physicians
- Parent Navigator
- Inpatient Care Team
- Private Duty Nurse
- Community Therapists
- Insurance Case Manager

[Image of a child and a group of people in blue t-shirts]
Creating a Healing and Fun Environment for the Patients and Families
Children’s National Health System

Patient-Centered Environment
Children’s National Health System
Patient-Centered Environment:
The Bunny Mellon Healing Garden
Dedicated to the First Ladies of the United States
Embracing our Families to Help us Improve
From Good to Great: Embracing the Parent’s Perspective
“This is my love letter to Children’s National Medical Center. In writing this I hope to express to you and many others why my heart will forever be tied to such an unexpected place…”

“I love Children’s National for the people who provide it heart and soul. They take their jobs seriously and with compassion. They look for better options and strive for better outcomes. They are everyday heroes for Teagan, for us and for thousands of other families. I never expected to develop such a deep complicated connection to a place like this. But now that we’re here I’ll do my best to support it, as it has supported us.”

- Amanda Leland
Children’s National Health System
More work ahead…

• How do we reach our millennial families in a new way?
• Is it realistic for Hospitals to have 60-70 questions to measure patient / family satisfaction?
  – What are those vital few questions which will help the providers improve in patient and family engagement
• Does improving satisfaction increase patient/family engagement?
• Concerted collaboration on the “voice of the child”
  – early work by Dr. Pamela Hinds
• With the pressures of doing more with less, how do we close the “engagement gap”?
QUESTIONS / DISCUSSION ?