

Patient and Family Engagement (PFE) Best Practices

Patient and Family Engagement (PFE) is at the center of driving results to meet healthcare quality and safety goals. Below are five PFE best practices to evaluate and consider when engaging patients and their families in ensuring a safe, high quality hospital experience.

PFE Best Practices	Resources
<p>Implementation of a planning checklist for patients who have a planned admission</p> <p>Utilize a physical planning checklist that facilitates discussion with patients and families on topics such as,</p> <ul style="list-style-type: none"> What to expect during their stay; preferences & goals for their care; potential safety risks (e.g., current medication, history of infections); and potential home issues that may affect discharge, such as needs for additional support (e.g., durable medical equipment), transportation to appointments, and caregiver coordination. 	<ul style="list-style-type: none"> • Next Steps in Care-Hospital Admissions • Pre-admission Checklist Example
<p>Implementation of a discharge planning checklist</p> <p>Have a physical or electronic discharge checklist that incorporates key elements to prepare the care team and patient and families for a safe discharge? At a minimum it should include that the patient/family:</p> <ul style="list-style-type: none"> Are involved in the decision making on what will take place after discharge. Understand any new medications prescribed and how to obtain them. Have follow-up appointments coordinated, and Are provided education on signs & symptoms patients should look out for and what they should do if a concern arises. 	<ul style="list-style-type: none"> • SMART Discharge Example • QAPI Discharge Plan Brochure
<p>Conducting shift change huddles & bedside reporting with patients & families</p> <p>A multidisciplinary team to conduct huddles and/or bedside reporting that helps to identify needs and adapt care delivery (i.e., a team that includes representation from leadership, nurses, physicians, therapy, care management staff, and patient and family advisors).</p> <p>Promote this practice as an opportunity to ensure effective communication between patients and families and nursing staff (e.g., Teach, engage, & encourage patients & families to report signs & symptoms of infection and if they have any questions or concerns regarding prevention).</p>	<ul style="list-style-type: none"> • Bedside Shift Report Checklist • Huddles Component Kit • Nurse Bedside Shift Report Implementation Handbook

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<p>Designation of a PFE leader in the hospital</p> <p>Full time PFE lead position or integrate efforts within an existing position (i.e., QI Director). Does this position have a key role and responsibility to ensure PFE efforts are built into the management of hospital operations? Does your hospital staff know the department or person designated coordinates the hospital’s PFE plans and activities?</p>	<ul style="list-style-type: none"> • PFE Implementation Guide for Hospitals • Staff Liaison to PFAC and Other Collaborative Endeavors
<p>Active PFE Committee or other committees where patients are represented & report to the board</p> <p>Hold quarterly or semi-annual meet and greet or “coffee hours” with patients, families, staff, and clinicians to explore ideas for improving the experience of care and enhancing quality and safety. Invite council members or community patient liaisons to participate in patient safety rounding, task forces or designing education material.</p>	<ul style="list-style-type: none"> • Become a Patient and Family Advisor brochure • Patient and Family Advisor Application • Information to Help Hospitals Get Started

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