

# Patient & Family Advisory Council

An advisory resource between patients and families and Health Central Hospital leadership and caregivers.



## Process Improvements

### Patient Guide

When a patient is admitted to Health Central Hospital, they are provided a copy of the Patient Guide. The Patient Guide is an invaluable tool used to help patients easily access the hospital's services with ease.

The Patient Guide is under revision to make it even easier for patients and their families to navigate through their hospital experience. We will detail more service lines and add information to more effectively guide patients through the hospital's admission and discharge processes.

PFAC members will collaborate with Health Central Hospital's clinical, ancillary and leadership team members during this process.

### Multidisciplinary Rounds

During PFAC rounds, patients have expressed a desire for more interaction with their hospital physician, more communication between clinical team, and for more information to be provided throughout the discharge process. To address these needs Chief Nursing Officer **Christina McGuirk** and the inpatient physicians of Central Florida Inpatient Medicine group worked together to create multidisciplinary rounds. This was piloted in December 2013. Through these rounds, inpatient physicians, nurses, social workers, and inpatient unit leadership visit their patients daily. Patients have to opportunity to discuss their needs with their care team. This is a proactive approach to

patient care that helps to ensure consistency of care and open dialogue between patients and care providers.

### Patient Satisfaction Data

Patients and families have shared that the patient satisfaction scores displayed throughout the hospital were difficult to read. To solve this issue, PFAC members chose a more visually appealing bar graph format to make it easier for patients and families to see and interpret data about how the hospital is improving the patient experience. This data can be found on each medical unit on the Process Improvement Board.

## Patient & Family Council Mission Statement

The council serves as an advisory resource to the leadership and team members of Health Central Hospital. Through this council, patients and families collaborate as partners with team members, physicians and leadership in the development of initiatives.

Additionally, the council provides an opportunity for Health Central Hospital to listen to crucial feedback from the patient's perspective to ensure a patient focused approach throughout the organization.

### Council Members:

- |                       |                        |
|-----------------------|------------------------|
| <i>Darnell Barber</i> | <i>George Gruler</i>   |
| <i>Tom Barnhill</i>   | <i>John Long</i>       |
| <i>Ed Beery</i>       | <i>Patricia Pirone</i> |
| <i>Alan Face</i>      | <i>Arnym Solomon</i>   |
| <i>Edward Grant</i>   |                        |

## Joint Commission Survey

Every three years, Health Central Hospital is evaluated by The Joint Commission on our quality of care and efficiency. Joint Commission surveyors conducted a thorough evaluation from March 11th-13th, 2014.

According to surveyors, everyone they interacted with during the survey process was engaged, and focused on patients and producing the best outcomes. Surveyors met with several of our patients, all of whom gave positive reviews and indicated that hourly rounding had been conducted. In the opinion of the surveyors, Health Central Hospital was one of the cleanest hospitals surveyed.



The surveyors reviewed the PFAC newsletter and were impressed that we have a strong and connected PFAC, which is a valuable asset to this hospital. Through the hard work and dedication of our team members, Health Central Hospital did an outstanding job.

Hospital PFAC brings a positive added dimension to our efforts toward improving the patient experience."

— Christina McGuirk, CNO



## Patient Satisfaction

PFAC members conduct patient experience rounding with patients on inpatient units in order to obtain feedback from patients and family members to identify strengths and improvement opportunities in areas such as hourly rounding, beside shift report, hand-over communication and the white board initiative. PFAC members will continue this process to gauge the consistency of care and the effectiveness of improvement initiatives that are implemented to create an excellent patient experience.

### Positive Patient Comments

Overall, patients throughout the hospital have expressed positive feedback. This feedback includes:

- Patients are pleased with their care.
- Patients expressed that they were kept well informed.
- Team members were courteous, professional and personal.
- **Drs. Abreu and Plummer** were recognized by patients for their excellent communication.
- Patients thanked the Environmental Services team for their outstanding work in keeping the hospital clean and safe.

### Opportunities for Improvement

- Opportunities for improvement were identified in the Emergency Department
  - Many patients in the ED were observed to have excessive wait times before being admitted to an ED bed. There were difficulties in locating a vein in the ED because the vein light machines were not utilized to avoid multiple needle punctures.
  - Hourly rounding is being conducted; however there must be a shift from task-orientated care to forming a connection to the patients on a human level. This can be done through having conversations with patients at the same time as providing clinical tasks.

## ED Quality Initiative

After a few visits to the laboratory, I received a phone call asking my opinion of the services rendered to me. Coming from a background of both inpatient and outpatient care, I couldn't give anything but praise for the laboratory services.

I believe the single area that can improve community satisfaction with the hospital is the Urgent Care (Fast Track) area and the Emergency Room. The Emergency Department project goal is to ensure that everything possible is being done to provide patients and families with a satisfactory experience with the Emergency Department. Patients leaving the

department will, in fact, communicate their experience with others in the community.

I believe a little communication with patients, letting them know that we want to hear how their experience has been and assuring them that any comments, both positive and negative, will be brought back to the PFAC for review and possibly the implementation of changes, sends a signal to the patients and families that the hospital is proactive in assuring patient satisfaction with their experience. With today's concerns about the delivery of healthcare, it is heartwarming to know that the input

## Why I am a member of PFAC

*I moved from New York to Ocoee, Florida five and a half years ago. After living in Ocoee for two years, one morning, without any signs or symptoms, I got very ill and had to be rushed to the Emergency Room at Health Central Hospital.*

*My experience in the Emergency Room was not good. When they were putting the NG tube in, I suffered great pain. I was transferred to my assigned room; my fear of the hospital started to grow. In addition, the people who came to visit me suggested that I request a transfer to a different hospital because of the reputation of this hospital.*

*I requested a meeting with the Head Nurse and told her that I wanted to be transferred to a different hospital. However, after our discussion she convinced me to stay. The doctors, nurses and technicians all did an excellent job.*

*Now I recommend people to Health Central. I still have property in Ocoee and my doctor is at Health Central, so when I got the opportunity to serve on the PFAC board at the hospital, I was very elated. My passion is that with the help of my colleagues and the staff at the hospital, we will make Health Central*

*the best hospital in Florida.*



*Edward Grant,  
PFAC Member*

of the community is of utmost important to the leadership of the hospital. I will continue to do the best I can in obtaining any feedback from patients and their families, and communicate to the council in order to continue to improve the community relationship with the hospital.



I look forward to witnessing what new improvements patients and will experience in the future.

*Alan Face*