Welcome!

The Case for Family Engagement:
How One Family’s Tragedies are Transformed to Tools

Presented by Karen Curtiss

President, PartnerHealth
Founder, CampaignZERO
Author, Safe & Sound in the Hospital

New Jersey Hospital Association, 9/13/17
For All of Us –
This Work is Personal

Why Partner with Families?

How to Partner with Families to Prevent Readmissions

Take the Bossy Pants Challenge
Empowered
And
Jazzed!
“Bring someone with you.”
To all the world, you are just one person.

But to one person, you could mean the world.
Who are Your Nearest and Dearest?
I Was a Care Partner for My Dad

Devastating Diagnosis

Successful lung transplant at Super Star!

IPF cured!

Fall
VAP
MRSA
C diff
DVT
PE
MRSA... again
C diff... again
Stage 4 Bed Sore

Family bedside 7 months
On the job learning – too little, too late

Bill Aydt, married to Margaret, 51 years
6 children, 9 grandchildren
I Was my Father’s Care Partner... And I Failed.
Next, I was a Care Partner for my husband, Sandy

“Routine” Bowel Resection

Sepsis

Emergency Surgery

VRE

Discharged with…

… an IV,
… colostomy and
… drains

No supplies
No confidence
High anxiety and…
It’s Complicated
Patients Forget 80% of What You Tell Them

* Numerous studies in the U.S and U.K.
3 out of 4 patients, age 64+, leave the hospital with an incorrect prescription or no understanding of their medication regimen.

Yale New Haven study by Dr. Leora Horwitz of patients aged 64+ with heart failure, acute coronary syndrome or pneumonia, December 2012.
Stressed
Too Many Round Trips!
“We have trained, hired and rewarded people to be cowboys, but it is pit crews that we need – pit crews for patients.”

- Atul Gawande MD
Informed and Activated Care Partners
Your Pit Crew to Prevent Readmissions

No one is more patient-centered.

No one knows your patient better.
# The Safe & Sound Rubric: Your “Cliff Notes” for Training

<table>
<thead>
<tr>
<th>Learning Style</th>
<th>How to Activate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Written</strong></td>
<td>Share Plain Facts (6th Grade/Below Level)</td>
</tr>
<tr>
<td><strong>Aural/Speaking/Conversation</strong></td>
<td>Friendly, empathetic expressions, tone, “down to earth”</td>
</tr>
<tr>
<td><strong>Tactile/Doing</strong></td>
<td>Provide simple to-do’s and tools</td>
</tr>
</tbody>
</table>

*PartnerHealth©2017*
In Baby Steps
Activation Progression: AKA Your Pit Crew Training Modules

Level 1: Overwhelmed
- Pre-Admission

Level 2: Aware
- Admission

Level 3: Taking action
- During Hospital Stay

Level 4: Maintaining behaviors, pushing further
- Post-Discharge Recovery

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Family Engagement to Prevent Readmissions

Endorse  Inform  Connect  Activate
Title: Welcome to our system!

Together, we attend to structures, relationships, symbols, and politics to meet the needs of all.

journey in our system in the way that works best for you.

Artist: Table 60 (July 18 08:00 - July 18 13:00)
“You must learn a new way to think before you can master a new way to be.”

— MARIANNE WILLIAMSON
1. Provide planning checklists for patients and families who have scheduled admissions

2. Conduct shift change huddles and bedside reporting

3. Have a dedicated person or functional area for attending to patient and family engagement

4. Have an active PFAC (Patient and Family Advisory Council)

5. Have at least one patient/family member sit on your hospital’s Board of Trustees with full voting rights and privileges

6. Provide information and tools to patients and families to prevent HACs and readmissions. (from HEN 2.0)
Family Engagement to Prevent Readmissions

Endorse  Inform  Connect  Activate
It's simple. You have diheterotriglycerohemofibromyalgianosis!
Translation Please!

What You Say…

- Decubitus Ulcer
- Heart Failure
- MRSA
- Isolation precautions
- Jaundice
- Up fluids
- PCP

What Everyone Else Says/Thinks

- Bed Sore
- OMG, about to die!!
- Infection, bad germs
- ???
- Yellow
- Drink more water
- Main doctor (or…. a street drug?)
Get Addicted to Flesch-Kincaid!

Readability Statistics

Counts
- Words: 495
- Characters: 2841
- Paragraphs: 30
- Sentences: 26

Averages
- Sentences per Paragraph: 1.8
- Words per Sentence: 15.2
- Characters per Word: 4.9

Readability
- Passive Sentences: 3%
- Flesch Reading Ease: 50.4
- Flesch-Kincaid Grade Level: 10.0
### Plan For Daily Living Needs

<table>
<thead>
<tr>
<th>Activity</th>
<th>Is my loved one able to...?</th>
<th>Who Will Help?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the telephone</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Shower, bathe, brush teeth without help</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Dress, undress</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Use bathroom alone</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Sleep alone</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Balance on a scale</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Eat without help, plan meals, shop for groceries, prepare meals</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Drive, call a cab or use public transportation</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Do laundry, housekeeping</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
<tr>
<td>Handle finances, pay bills</td>
<td>□ Yes</td>
<td>□ No</td>
</tr>
</tbody>
</table>
Lisa Meers

- Husband, Robert, healthy
- Collapsed while playing golf – no warning
- Quintuple bypass surgery scheduled
- Arranged time off, set up bedroom
- In quiet surgical waiting room, looked over checklists: realized how frail Robert was -- PANIC!
- Called insurance: Nurse approved!
- Felt more comfortable asking questions
- Went back to work once Robert discharged
- No mishaps in recovery: knew what he needed and had nurse on the job!
Family Engagement to Prevent Readmissions

Endorse  Inform  **Connect**  Activate
Quick Tips
Instill Connection with Graphics

Use simple, modern fonts: e.g., Calibri, Helvetica Neue, Arial

Avoid Times New Roman

Use clean colors

Avoid red and black

Avoid boldface and underline

Avoid 10-pt/lower font size

Avoid ALL CAPS
Give “air” to text

Avoid single space

Chunk text with benefit-headlines
  o Use bullets when you can

Left justify text, avoid centering

Use icons, illustrations

Illustrate with videos!
Same Information – 2 Ways to Deliver

FAQs
Frequently asked questions

“Catheter-Associated Bloodstream Infections”
(also known as “Central Line-Associated Bloodstream Infections”)

Use this Checklist to Help Prevent Bloodstream Infection

✔ When a central line is inserted, ask: “Are you using a central line bundle?”

✔ Watch to make sure that nurses and doctors always:
  1. Wash their hands thoroughly before touching your loved one
  2. Use sterile instruments and supplies
  3. Sterilize the skin
  4. Choose the safest spot
     Ask, “Why?” if groin is chosen
  5. Use a clean sheet to drape your loved one’s body
  6. Wear a mask
  7. Cover the area with a sterile pad

✔ Make sure any openings in the skin are kept covered at all times.

About Bloodstream Infections:
Germs can invade the body through cuts or breaks in the skin, resulting in serious infection that’s carried through the body in the bloodstream.

Risk Factors:
Use of a tube and bag system called an “IV” or a “central line” to deliver fluids because the skin has to be broken for these lines to be inserted.

Central line

IV lines often go here (but not always)

Central line can go in the groin, but it’s not the safest place

***shows example surgery sites
Family Engagement to Prevent Readmissions

Endorse           Inform           Connect           Activate

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Start with an Invitation to Partner with You

- **To-do’s for safety and preventing readmission** (6th grade reading level)
  - Please tell us if you or your loved one ever have worries — or something doesn’t seem “quite right.” Your thoughts and concerns are important.
  - Please take notes for your loved one’s peace of mind. Pick up your free notepad at (insert location). It has special details to track during a hospital stay.
  - Plan for your loved one’s care and support after leaving the hospital with the handy checklists we have for you at (location).
  - Help wash your loved one’s hands frequently to prevent infection — especially before meals. (Keep your own clean, too!)

Questions? **Please speak up.**

We want you to feel comfortable, too.

Thank you from everyone on Unit x.
Together, we make a great team!

**To the world, you are just one person.**

**But to one person,**

**You could mean the world.**
Provide On-the-Job Learning & Skills to Take Home

Get a Nurse for Any Signs of Infection

Do you see any changes where there have been breaks in the skin for surgery or to deliver medicines through the veins?
- Tenderness
- Oozing, pus
- Redness

Do you see any changes in skin? For example:
- Bumps or spots that look like boils, pimples, or bug bites
- Breaks in the skin or a skin rash

Does your loved one show signs of (or has told you about)?
- Chills, shivering
- Fever
- Cramps
- Nausea, vomiting
- Fast heart beat
- Low blood pressure
- Headache
- Diarrhea
- Painful urination
- Nausea, vomiting
- Nausea, vomiting
- Fast breathing
- Extreme pain

Thank you for partnering with us to keep a good watch on your loved one. Together, we make a great team.
Encourage Recording – Especially at Discharge

"Press Record"
From the Oliver Center for Patient Safety at UTMB

https://www.youtube.com/watch?v=SUIWc5BHbuo
"Since my husband and I are both in our middle 80's, probably one of us will be in the hospital sometime.

I carefully went through the checklists...these records would be very helpful!!

It will bring comfort and peace.”  - Joanne Cerling
You’re Ready!
Take the Bossypants Challenge
Provide planning checklists for patients and families who have scheduled admissions

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To all the world, you are just one person.

But to one person, you could mean the world.
Thank you for your time today.

It meant the world to me.

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