

## PARTNERSHIP FOR PATIENTS- NJHIIN UPDATES

### Building Plans for Patient and Family Engagement Advisory Councils (PFACs)

As part of NJHIIN, hospitals were challenged to do more to engage patients and families in healthcare quality and safety during an all-day conference held Oct. 4. Teams from 30 hospitals participated in a working session on developing patient and family advisory councils (PFACs). Faculty from American Institutes for Research facilitated the day's activities.

PFACs are invaluable resources for hospitals that help enhance the quality and safety of care; strengthen community relationships; improve patient experience as reflected in Hospital Consumer Assessment of Healthcare Providers and Systems scores and improve job satisfaction for staff and clinicians.

The "boot camp" included hands-on, step-by-step planning to begin implementing or enhancing PFACs within healthcare organizations. Participants worked together to assess a hospital's readiness, develop plans for creating buy-in across the hospital, identify and select patient and family advisors and begin the process of preparing the hospital and advisors for effective advisory council operations.

Under the HIIN, patient and family engagement (PFE) metrics include:



- Planning a checklist for scheduled admissions - includes hospital staff providing and discussing a checklist with every patient having a scheduled admission, allowing questions or comments from the patient or family.
- Shift change huddles and bedside reporting with patients and families.
- PFE function or leader established in the hospital, dedicated and proactively responsible for PFE.
- An active PFE committee or at least one former patient that serves on the facility's patient safety or quality improvement committee or team.
- A patient or family member serves on a hospital governing or leadership board.

NJHIIN was nationally recognized for participation in a pilot study of PFE Metric 1 preadmission planning checklist. We appreciate the efforts of those hospitals who aided in this pilot. For the summary of results, visit [www.njha.com/pfp/njtools/pfe](http://www.njha.com/pfp/njtools/pfe).

## SPOTLIGHT ON SAFETY

### End-of-Life Planning in Diverse Populations

NJHIIN led the second Passaic County Care Coordination Community Coalition (PC5) meeting Oct. 10. Hosted by St. Joseph's University Medical Center in Paterson,

attendees representing various local healthcare facilities including acute care hospitals, home health agencies, nursing homes, department of seniors and social services, patient advocates, academia and other community organizations met to learn, share and discuss issues around end-of-life planning for diverse cultures.

## HENtrack DATA REMINDER

Please remember to enter your September 2018 data for the following areas of harm:

- Adverse Drug Events - Warfarin Events
- Falls and Pressure Ulcers (*for those hospitals that do not submit to NDNQI*)

**Link to HENtrack data portal:**

<https://hentrack.njha.com/Account/Logon>

*(Please enter data going back to January 2015 so we may have a continuous trend of your progress.)*

Kathryn Collins, RN, FACHE, newly designated interim chief administrative officer of HRET, spoke about advanced care planning, the POLST form and the importance of communicating with patients about their end-of-life wishes. Her presentation was followed with a discussion about palliative care with Dr. Kate Aberger, the director of the palliative care division at St. Joseph's. Dr. Aberger shared her team's approach to providing palliative care to diverse populations and shared examples of effective ways to communicate and overcome challenges around this topic.

This meeting re-emphasized the importance of addressing cultural barriers in palliative care and filling in the missing puzzle pieces that lead to better outcomes and improved patient-centered care.

Partnered with Healthcare Quality Strategies, Inc., Passaic C5 provides a collaborative forum for healthcare and community organizations to share resources to better address issues related to transitions of care. Passaic C5 launched June 2018 to address transitions of care needs among healthcare providers in the Passaic County area.

## Pressure Injury Collaborative

Join us Nov. 14 for the in-person 2018 Pressure Injury Conference! NJHIIN has sought out expert speakers who will provide insight on:

- Nutritional elements
- Pharma impacts on wound healing
- Pressure injuries on darkly pigmented skin
- Best practices for the critical care population
- End-of-life care.

For the full list of speakers, topics and to register for this event, click here:

<http://www.njha.com/education/brochure/?id=1929>

## In Case You Missed It

To access previously recorded webinars, click on the link below to view them on our website: <http://www.njha.com/PFP/NJTools>

# UPCOMING NJHIIN OFFERINGS

All face-to-face learning session brochures can be accessed by visiting our website at

<http://www.njha.com/education/education-calendar/>

## Webinars

\*\* To register for webinars, visit [njha.webex.com](http://njha.webex.com) and go to "Institute for Quality and Patient Safety" \*\*

Call-in numbers for all webinars:

1-877-668-4490 / 1-408-792-6300

- Nov. 7, 1 p.m. EST
  - "Improving Care Transitions"
    - Presenters: Andrew Miller, network task lead, Care Coalitions QIQIN; Melissa Acree, executive director, NJ 2-1-1 Partnership; Shannon Davila, director, Institute for Quality and Patient Safety
    - Register: <https://njha.webex.com/njha/onstage/improvingcaretrans>

### NJHIIN Striving to Prevent HAIs webinar series

- Nov. 6, 1 p.m. EST
  - "Striving to Prevent Central Line-associated Blood Stream Infections"
    - Presenters: Linda Greene and CLABSI team from Hunterdon Medical Center
    - Register: <https://njha.webex.com/njha/onstage/striveCLABSI>

### NJHA Antimicrobial Stewardship Collaborative

- Nov. 8, 12 noon EST
  - "NJHA Antimicrobial Stewardship Collaborative"
    - Presenter: Saint Peter's University Hospital
    - Register: <https://njha.webex.com/njha/onstage/abxseries>