



Healthcare Organization Commitment

Contact Details

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Position

Engagement Specialist

Organization Name

UPMC

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4601 Baum Boulevard
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Commitment Details

Commitment Name

Patient and Family Advisory Council: Engaging Patients and Families

Participants

Amy Ranier

What Patient Safety Challenge does your Commitment address?

Challenge 16 - Person and family engagement

How Many Hospitals Will This Commitment Represent

Commitment Summary

I list 40 hospitals above because our commitment affects all of UPMC - our 40 hospitals and outpatient locations - by including patients and families in quality, patient safety, and patient experience planning and decision-making. The effort described here stems from The Wolff Center at UPMC, our corporate-level department for Quality, Patient Safety, and Patient Experience, so there will not be duplicates. While many strides have been made to include the voice of patients and families in decision-making, there is always an opportunity to learn and grow. This commitment addresses what we are currently doing to include patients and families in work that spans across UPMC and beyond.

Commitment Description & Detail

We are using many different methods for gathering patient and family input and feedback on various projects and initiatives aimed at improving quality, safety, and the patient experience. We have developed the first UPMC-wide Patient and Family Advisory Council where we have discussed topics such as discharge instructions, patient education, sepsis, VTE, patient reported outcomes, and our patient portal. Our strategy is to start every project considering the patient/family and what they would think, and using our methods to follow through with gathering their input. The PFAC allows us to have a consistent group of patients and family members with varied and diverse backgrounds to provide the perspectives of the population we serve. However, In addition to our PFAC, we consider other methods for gathering patient feedback depending on the needs of a certain project. For example, if we are looking to discuss efforts around a certain health topic, we would consider doing interviews or focus groups with the relevant patient population(s).

Action Plan

We have taken several steps to achieve the goal of engaging patients and families in their care, including: - Continuing to take concepts, projects, and efforts to our PFAC and engaging with them digitally in-between meetings via email. - Encouraging our hospitals to continue or develop their PFAC's and support as able by providing them with a how-to toolkit and supporting materials to aid them in their efforts. - Talking to patients/families when starting a new project, which can include casual conversations in waiting rooms, more in-depth interviews, focus groups, user testing, presentations to PFACs etc.

Commitment Timeline

This commitment is ongoing and will continually be evolving. It is a part of our current process and we will continue to grow and hone our efforts as we learn from our patients and family members.