

# An Academic Medical Center's Journey to Organizational Redesign: Patient and Family Centered Care



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## Define PFCC

### Definition

Patient and Family Centered Care is defined as “an innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care patients, families, and providers.”

Institute for Family Centered Care

### Goal

To create an efficient, safe, and high-quality health care organization with mutually beneficial partnerships among patients, families, and providers.

## Alignment of Strategic Plan and Organizational Redesign

SBUMC's Senior Leadership committed to integrate PFCC core concepts into the mission, vision and values during the strategic planning process.

### Mission

At Stony Brook University Medical Center, we improve the lives of our patients, families, and communities, educate skilled health care professionals, and conduct research that expands clinical knowledge.

### Vision

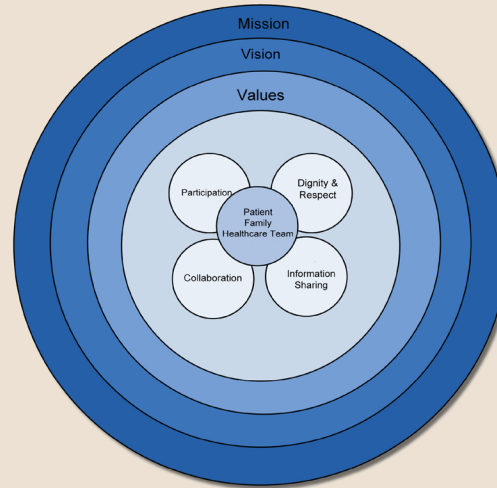
Stony Brook University Medical Center will be:

- A world-class healthcare institution, recognized for excellence in patient care, research, and health care education.
- The first choice of patients for their care and the care of their families.
- An academic medical center that attracts educators and students with the desire and ability to provide and receive the highest quality, innovative education.
- One of the top ranked institutions for scientific research and training.

### Values

Integrity  
Accountability  
Excellence  
Compassion  
Respect

## Division of Nursing Model of Care 2009

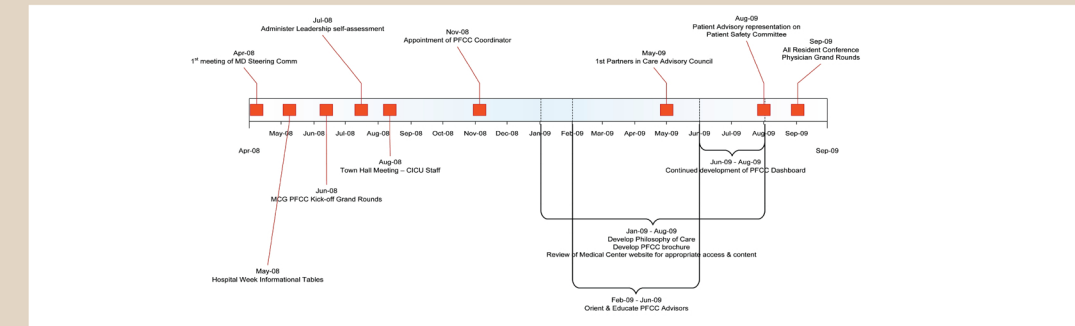


## Conducted Institutional PFCC Assessment

Section averages	Status (1-5)	Priority (1-3)	Index (1-7)
Leadership	3.2	2.5	4.3
Mission and Definition of Quality	2.9	2.4	4.5
<b>Patients and Families as Advisors</b>	<b>1.5</b>	<b>2.4</b>	<b>5.9</b>
Patterns of Care	2.9	2.4	4.5
Information/Education for Patients and Families	2.8	2.2	4.4
Charting and Documentation	2.1	2.1	5.0
Patient and Family Support	2.6	2.4	4.9
Quality Improvement	2.3	2.4	5.1
Personnel	1.8	2.2	5.5
Environment and Design	2.2	2.4	5.2
Overall average	<b>2.5</b>	<b>2.4</b>	

\* Developed by Institute for Family Centered Care

## PFCC Timeline



## Partners in Care Advisory Council

The mission of Partners in Care is to integrate patient and family centered care throughout the organization while supporting the mission of SBUMC in an effort to improve communication and collaboration among patients, families, caregivers and staff.

### Accomplishments

- 1st Council meeting held on May 4, 2009
- Integrated MD Steering Committee
- Patient advisory representation on Patient Safety Committee
- Collaborating with School of Medicine and Physician/Resident staff for All Resident Conference panel discussion to emphasize importance of communication and explanation of role in healthcare team
- Collaborating with Finance and Admitting on the implementation of a Point of Service Payment program in the Emergency Department
- Patient advisor and CEO invited to participate in a panel discussion on collaboration at the 2009 UHC Quality and Safety Fall Forum

### Next Steps

- Continued development of PFCC Dashboard
- Refinement of hospital-wide Council
- Increase awareness of Council's accomplishments
- Create electronic mechanism for Advisory Council application process
- Formation of service-based Advisory Councils
- Development of open visiting hour guidelines