

# Designing for the Patient Experience UPMC Healthplex

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March, 2008

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## **Focused Care Centers**

### **Delivering Patient and Family Centered Care Programs in order to Design for the Patient Experience**

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#### **Overview**

Improving the quality of health care by providing safe, effective, timely, efficient, equitable, and patient-centered care, should be the goal of every health care professional. In order to achieve these goals, a "systems" approach to care delivery will require inpatient and outpatient Focused Care Centers coupled with the Patient and Family Centered Care (PFCC) methodology. Focused Care Centers (FCC) enable innovations that result in value driven changes but also permits providers the ability to "scale up" those innovations resulting in a high quality of services available to a greater number of patients. The Patient and Family Centered Care methodology is the systems approach that improves the quality of the care delivered, safety, efficiencies and patient experiences by critically examining the whole process from the patient's and family's perspective. The combination of Focused Care Centers and the PFCC methodology brings together all of the people and processes in one place allowing the focus to be on the "experience" not just the "clinical service" in order to maximize the efficient utilization of health care resources to the benefit of our patients.

#### **Why Focused Care Centers?**

Today's patients expect the highest quality of service and also the best and latest technologies. In order to be able to deliver high quality experiences and not just services, health care organizations must focus on developing efficient and effective processes to deliver care. The idea of Focused Care Centers is not a new concept but has recently started to gain acceptance, particularly in the field of health care. In her book entitled, "Who Killed Healthcare?: America's \$2 Trillion Medical Problem - and the Consumer-Driven Cure", Regina Herzlinger describes health care focused "factories" as a place that will allow specialists and generalists to provide services in one location creating a one stop shop system of care delivery. The idea is to provide care that is focused on patient's conditions all in one location; this would allow for efficiency in the delivery of care and an integrated systems approach that ultimately will result in lower costs and better patient experiences and outcomes. Focused Care Centers can be applied to both inpatient and outpatient settings. The inpatient Focused Care Center can function as multiple "mini-hospitals within a hospital" (HWH) within a traditional hospital.

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The HWH approach is an alternative to the free standing sub-specialty hospital model and can become clinical demonstration units within the walls of existing hospitals. The development of these kinds of centers and programs that address patients' needs are critical as we enter an era and culture of consumer driven health care where there is a growing demand for choices, value added care and transparency.

### **Why use the PFCC Methodology?**

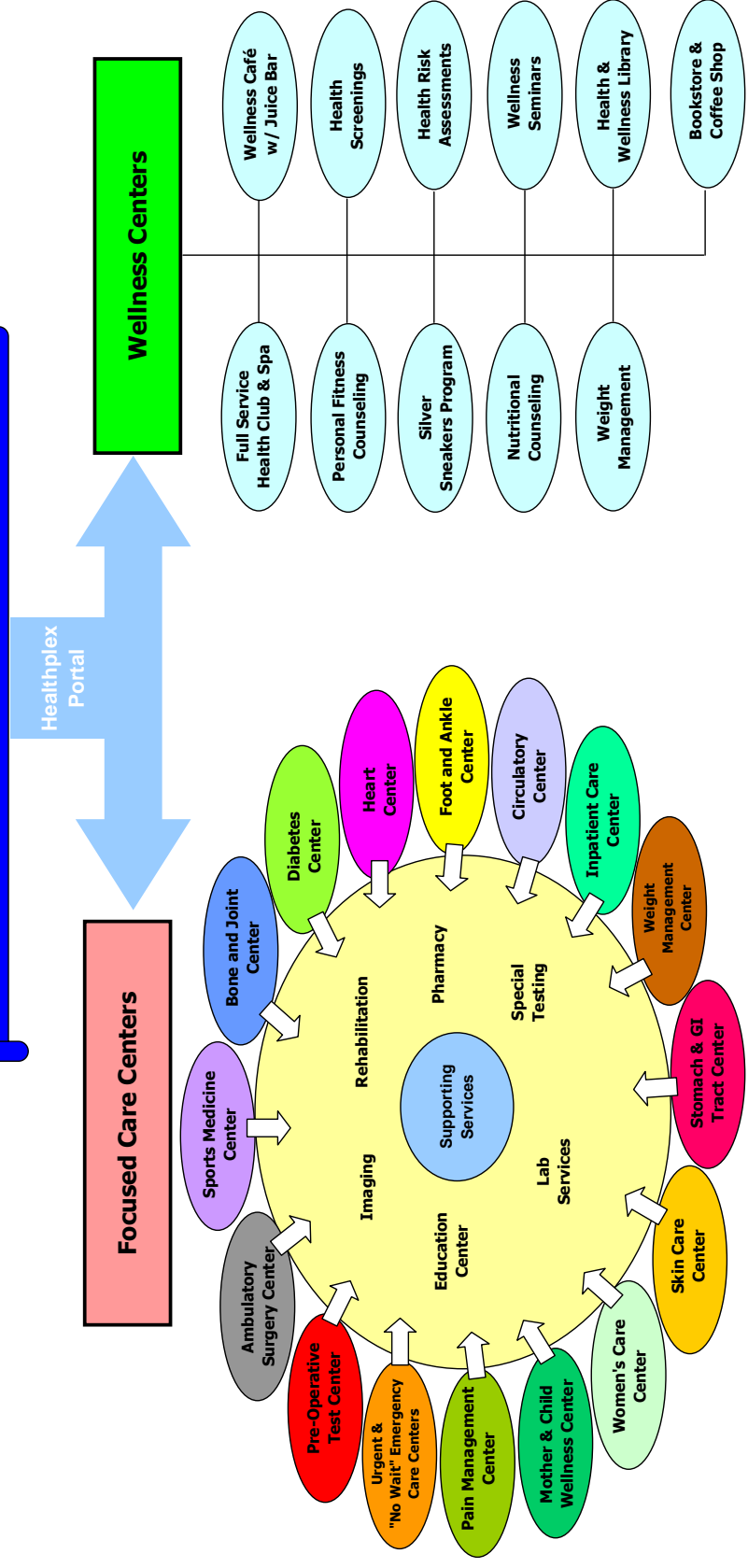
The Patient and Family Centered Care (PFCC) methodology is the low-tech and easy to use systems based solution to help solve many of the current problems facing hospitals and care providers. The PFCC methodology critically examines the whole care delivery process from the patient's and family's perspective and is associated with better outcomes reduced lengths of stay and high rates of patient loyalty along with maximizing the efficient use of precious health care resources. This model of health care delivery is not just another clinical pathway, but a comprehensive systems approach through the full cycle of care that evaluates and redesigns patient care so that hospital resources and personnel are organized around the needs of the patients and families rather than around the various specialized hospital departments. The PFCC approach can be adopted by any clinical program, service line, or hospital and when coupled with a Focused Care Center, can easily be exported to any patient's health care experiences.

### **PFCC + FCC = The Dream Health Care Team and Care Delivery System**

There are successful examples of programs that have combined the PFCC methodology into a Focused Care Center. As one example, the Total Joint Replacement (TJR) Experience within The Orthopaedic Program at Magee-Women's Hospital of the University of Pittsburgh Medical Center (UPMC) has developed and implemented such a model over the past 2 years as part of a more comprehensive Bone and Joint Health Care Program. This PFCC/FCC model has generated significant improvements in a variety of indicators, including patient and family satisfaction where the program has achieved the highest Press Ganey scores within UPMC and Western Pennsylvania along with being in the 99<sup>th</sup> percentile nationally, clinical outcomes, and organizational efficiencies that have produced the lowest cost per case and reduced lengths of stay. Other areas that have recently benefited from the implementation of PFCC driven initiatives include the Day of Surgery and Trauma Care experiences at UPMC Presbyterian Hospital. In both instances, goals were to enhance the patient and family experience by applying the concepts and philosophy of a Patient and Family Centered Care (PFCC) model from the initial portal experience through discharge. As with any PFCC initiative, continuous evaluation, measurement or metrics and adjustments are necessary to ensure success and that is the case with all of the aforementioned initiatives.

The PFCC approach coupled with Focused Care Centers or Mini-Hospitals within a Hospital will result in improved outcomes, reduced costs, improved patient satisfaction and loyalty and focuses on the complete needs of patients and their families through a full-cycle of care. In the end, no one can fault us for focusing on the needs of our patients and their families.

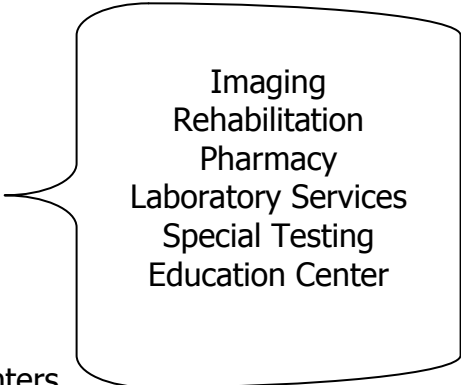
# Healthplex Integrated Focused Care and Wellness Centers



Focused Care Centers

- Sports Medicine Center
- Bone and Joint Center
- Diabetes Center
- Heart Center
- Foot and Ankle Center
- Circulatory Center
- Weight Management Center
- Stomach and GI Center
- Skin Care Center
- Women’s Care Center
- Mother and Child Wellness Center
- Pain Management Center
- Urgent and “No Wait” Emergency Care Centers
- Pre-Operative Test Center
- Ambulatory Surgery Center
- Inpatient Care Center

Supporting Services



Imaging  
Rehabilitation  
Pharmacy  
Laboratory Services  
Special Testing  
Education Center

Wellness Centers

- Full Service Health Club & Spa
- Personal Fitness Counseling
- Silver Sneakers Program
- Nutritional Counseling
- Weight Management
- Wellness Café w/ Juice Bar
- Health Screenings
- Health Risk Assessments
- Wellness Seminars
- Health and Wellness Library
- Bookstore & Coffee Shop

