

PFCC Grand Challenge Series Overview



The Patient and Family Centered Care (PFCC) Grand Challenge Series invites members of the UPMC community to ignite innovation and help to deliver exceptional care experiences.

Grand Challenges have been used for centuries to spark new ideas and promote significant change in the world. For example, as early as 1714 the British government asked how His Majesty's ships could calculate their longitude. Many great scientists of the day attacked the problem, but a self-taught watch maker, John Harrison, solved the problem. Not surprisingly, it took someone outside of the shipping industry to solve the problem, which is not uncommon. Sometimes those not immediately involved in the problem are the ones who can see the answer the clearest because often times those closely intertwined have difficulty getting beyond the paradigms.

You may have also heard about several modern Grand Challenges including the DARPA Challenge for autonomous robotic vehicles, the Google Lunar X Prize, and the Bill and Melinda Gates established Grand Challenges in Global Health, which have made tremendous progress in technology and advances in medicine.

The first PFCC Grand Challenge sponsored by the Innovation Center was to evaluate, design, and implement ideal communications between care givers, patients, and their families in order to create exceptional care experiences. All the teams that completed the requirements were awarded \$100 Education Grants, and the Grand Challenge winners each received a \$2500 Education Grant. Twenty-one teams entered with sixteen teams completing the Grand Challenge and presenting posters at the July 2009 VisionQuest. The Education Grant Grand Prize was awarded to two teams selected out of the final sixteen project teams, RTAS – Obtaining the Results of Your Pap Test and Ortho Spine Preoperative Flight Plan. The final sixteen teams, their hospitals, and a brief description of their projects are listed on the back.

The second, and current, Grand Challenge of the Series is to evaluate, design, and implement ideal transitions and coordination of care between Care Givers, patients, and their families in order to create exceptional care experiences. The teams in this Grand Challenge will present their work at the November 2009 VisionQuest Workshop.

The goal of the PFCC Grand Challenge Series is to accelerate the adoption of the PFCC Methodology throughout the UPMC Health System, and with having sixteen teams from all across the Health System complete the requirements for the first Grand Challenge and another Challenge underway, it is safe to assume the PFCC Grand Challenge Series is a great start!

We challenge you to join the competition and create your own Grand Challenge project and team!

PFCC...Amazing simple and simply amazing!



PFCC Grand Challenge #1 Teams and Descriptions

1. **RTAS – Obtaining the Results of Your Pap Test** – Magee-Womens Hospital of UPMC
A multi-disciplinary team was defined to implement a patient focused process for the communication of Pap smear results to patients.
2. **Taking the Extra Step (Service Recovery)** – Shadyside Family Health Center
Service recovery plan and training for the improvement of patient satisfaction.
3. **Hillman Hem/Transfusion** – Hillman Cancer Center
The team implemented a collaborative approach to improve flow and communication throughout the transfusion process.
4. **Share the Care** – UPMC's Presbyterian
Unit 9G proposed a two fold project utilizing technology and a patient family advocate to improve communication for the patients and families admitted to Unit 9G.
5. **Public Relations/Patient Satisfaction** – Emergency Department, UPMC Presbyterian Shadyside
Our Patient Relations Team recognized the importance of raising awareness to crucial information that patients/families and visitors (PFV) should know when they come to the Shadyside Emergency Department to be treated.
6. **iCope Team** – Children's Hospital of Pittsburgh of UPMC
The iCope Team, composed of Child Life Specialists and a Music Therapist, who have advanced education and experience working with children/adolescents in medical situations, is available to assist a child/adolescent of a caregiver who has experienced a traumatic event.
7. **Journey to Wellness** – UPMC's Presbyterian
Step-by-step guidebooks with visual cues like icons and photographs were created to enhance the experience of families of same day surgery patients at UPMC Montefiore and UPMC Presbyterian, in order to address the confusion inevitable in a complex hospital setting where most same day surgery patients and their families must cross a pedestrian bridge between hospital buildings.
8. **BariShare Network** – MIS Bariatric Surgery, Magee-Womens Hospital of UPMC
The Bari-Share Network will provide information and support to the patient and family members enrolled in the Magee-Womens Hospital of UPMC Bariatric Program.
9. **Operation Birthday** – UPMC's Montefiore
"Operation Birthday" recognizes patient birthdays while producing an atmosphere in which communication is at ease and strengthens the relationship between staff, patients and their families.
10. **Homecare Upfront, Meeting your Expectations** – UPMC Jefferson Regional Home Health
Homecare Upfront, Meeting Your Expectations provides patients with the information for a prepared and coordinated handoff from the hospital to home with homecare.
11. **Trauma PFCC Website** – UPMC's Presbyterian
This project served to design and implement a website for patients and families about the UPMC Trauma Care program at UPMC Presbyterian.
12. **University of Pittsburgh Cancer Institute** – Clinical Research Services
This project involved the development, implementation, and evaluation of a Clinical Trial Participant Wallet Card to improve communication between the patient and his/her healthcare providers that promotes protocol compliance and patient safety.
13. **Ortho Spine Postoperative Flight Plan** – UPMC's Presbyterian
The Spine Surgery Post Operative Flight Plan's goal is to get the right patient in the right bed at the right time, every time.
14. **Just a Phone Call Away** – UPMC's Presbyterian
"Just a Phone Call Away" is a PFCC project to enhance communication on Unit 12D between the patient's family and health care worker by creating a process where the family can call in for daily updates utilizing 2 potential secure and confidential venues.
15. **Care for Me** – UPMC's Southside
The "CARE FOR ME" project is designed to follow the Innovation Center's Mission Statement by concentrating our efforts on changing the picture of how "care" is administered to that very large portion of the hospital and surgery center population whose needs are seldom addressed, namely, our patients' families and caretakers.
16. **Educational Binder - Ortho Unit** – Magee-Womens Hospital
The goal is to create an educational binder for bariatric patients to receive approximately 1 week prior to surgery which explains their inpatient stay and discharge.