

# PFCC Community Newsletter

1st Quarter 2009, Issue 1

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## Upcoming Events

Join us for a night of good food, good music and good fun all in the name of a good cause!

Happy Hour Thursday,  
Feb 19<sup>th</sup> from 6-8pm at  
the Firehouse Lounge in  
the Strip.

All proceeds go to  
support Operation Walk  
Pittsburgh on it's first  
mission to Guatemala in  
August 2009!

Price of ticket includes:

1 free drink

Appetizers

Live jazz with Etta Cox

½ price bottles of wine

Call Janice Harmon at  
412-641-8645 for tickets!

## This Quarter's Highlighted PFCC Project... PFCC Efforts Score Dramatic Results – DOS UPMC Presbyterian UPMC Montefiore

Patient-focused improvements in the ambulatory surgery areas of UPMC Presbyterian and UPMC Montefiore have yielded dramatic positive results, based on a survey of 100 patients at UPMC Montefiore in February 2007 and July 2008 — 17 months after the initial baseline survey was conducted.

Thanks to the various efforts, hard work, and cooperation of staff among numerous disciplines and departments, virtually all of the 20 survey questions saw an increase in patients rating their experience as excellent — and on many questions, the increase was striking.

In total, 97 percent of respondents chose the highest rating when asked whether they would recommend this experience to family and friends.



“These results show that hard work and persistent effort really do pay off,” Suzanne Rocks, unit director, Ambulatory Surgery, UPMC Montefiore, who co-chairs the group with Dr. DiGioia and Jim Terwilliger.



## The PFCC Journey will result in...

- Providing unique Patient and Family Care Experiences – not just services.
- Exceptional care experiences.
- Adaptive learning environment.
- Dream health care team.
- A Focus... a Passion... a Team and PFCC Care Champions.

## PFCC GRAND CHALLENGE SERIES

### Take the PFCC Grand Challenge - Win \$5000

Announcing the Patient and Family Centered Care (PFCC) Grand Challenge Series sponsored by Innovation Center at Magee-Womens Hospital of UPMC.

Grand Challenges have been around as early as 1714 when 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.

The first PFCC Grand Challenge, **open to all UPMC employees**, is to evaluate, design, and implement ideal communications concerning patients and their families to create exceptional care experiences.



### Get Involved!

Proposals and project teams due February 23rd.

Grand Challenge begins March 1st!

**Prizes of up to \$5000 awarded to the winning team!**

**All teams that complete all requirements will receive a \$100 stipend.**

Visit [www.innovationctr.org](http://www.innovationctr.org) for details and to submit your entry.



Make hand washing a personal initiative this year...  
because it's for your patients!

### What UPMC staff is saying about PFCC:

The PFCC work group helps to provide a consistent and proven method by which one can systematically change a process that enhances our patients and families experience. The bonus is that our staff has been energized by making REAL change for which the impact has proven to be a benefit for organizational efficiencies.

Denise - Working Group Member

### What patients are saying about PFCC:

- Did not have a single bad experience. I was treated like royalty.
- My family and pastor were welcomed with open arms and were treated with the same compassion as I was.
- I was treated with care & respect and I would recommend my doctor and the hospital to everybody I know. My entire stay from sign in to sign out was great - a pleasant experience - Thanks to all.
- All the nurses were the best from the OR prep room to the recovery room to upstairs.

## Did you know... that we are very close to having 300 PFCC Working Group members throughout UPMC!

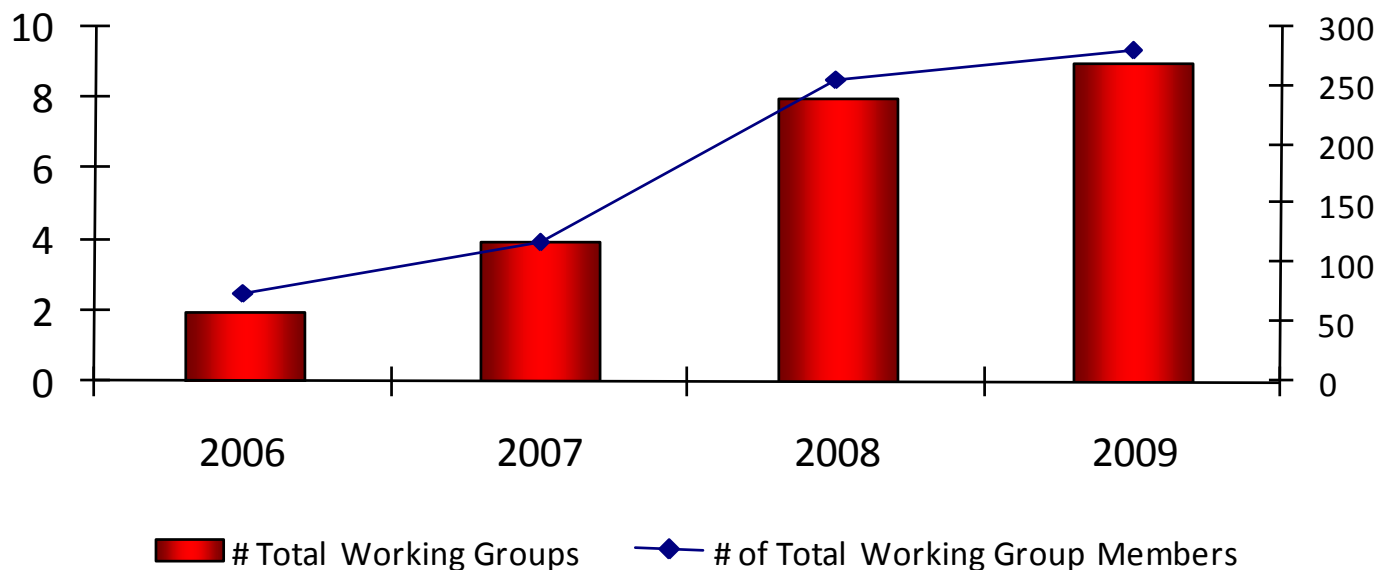
There are 9 active working groups across UPMC:

- Children’s Hospital of Pittsburgh of UPMC -Rheumatology
- Magee-Womens Hospital of UPMC, Bariatric Services
- Magee-Womens Hospital of UPMC, Oncology
- Magee-Womens Hospital of UPMC, Orthopaedic Program
- Magee-Womens Hospital of UPMC, Wayfinding and Lobby
- UPMC Corporate Services, New Hire Orientation
- UPMC Montifiore, Day of Surgery
- UPMC Presbyterian, Trauma
- UPMC Regional Home Health – Home Care Experience



PFCC always puts the patient and family first.

PFCC Working Group Membership



Brought to you by:

**The Innovation Center**

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Visit us at:

[www.innovationctr.org](http://www.innovationctr.org)

Looking to start a project but  
need help?

Visit the Innovation Center  
website and fill out a  
Project Idea Proposal.

Want to see your project  
highlighted in this  
newsletter's next issue?  
Send us your submissions by  
March 30th , 2009.



**[www.OperationWalkPgh.org](http://www.OperationWalkPgh.org)**

*GRANTING THE WISH TO WALK*

Not-for-profit volunteer medical service program

Provides free hip and knee replacement surgery  
in Antigua, Guatemala in August, 2009 and in Pittsburgh, PA in  
November, 2009

Educates health care professionals abroad

Donations are 100% tax deductible

Visit the Operation Walk website and see how you can volunteer or contribute!

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