

## PFCC Builds Community with Family House



Patient and Family Centered Care has become so much more than a way to do things. PFCC is helping to bring staff together while continuing to help the patient and family. PFCC will always be committed to viewing care through the eyes of the patient and family, and now the commitment extends to creating a community with all those involved. PFCC Partners @ The Innovation Center of UPMC is working to build a community and everyone is invited. If you are involved with PFCC, you are part of the community. All great things start small, and so it begins.

The mission of Family House, is to provide a “home away from home”, where patients and families can get cleaned up, have an opportunity to relax and be in the company of others who are in similar situations. Family House believes that people in similar situations can help each other through even the worst of times. Here at PFCC Partners @ The Innovation Center of UPMC, we also believe this to be true, and support the work of Family House as the patient and family is at the center of all they do.



On October 20th, a few members of our PFCC Working Groups, in addition to some PFCC Partners staff members, gathered groceries, beverages and utensils and made a Mexican feast! The dinner included beef tacos, chicken tacos, taco salads, chips and salsa, rice and some yummy ice cream for dessert. About 50 people from Family House attended, with one attendee even commenting that “This was the best dinner that we’ve had here in months.” The volunteers enjoyed themselves as well. Not only cooking and talk-

ing with each other, but getting to know some of the patients and seeing how truly grateful they all were. Joanne Sherer, a member of the PFCC Transplant Working Group said, “Family House dinner was a tremendous success! The families that participated were very excited and grateful for the tasty taco dinner. A woman from California was so excited because there was fresh fruit and salad. She stayed and talked to us for almost 2 hours. She said that being here was a shock to her because we don’t have the availability of all of the fresh fruits and produce that California does and she thought the meal was healthy.” It was a very nice evening for all who were able to enjoy it, and we hope to hold another event soon.

Thanks to our volunteers for helping to make the dinner a success. If you are interested in helping Family House, participating in a dinner with PFCC Partners at the Innovation Center of UPMC or have additional ideas please contact Michelle Yakelis at yakelismv@upmc.edu or 412-641-1822.



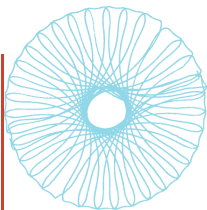
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### Upcoming Events

**PFCC VisionQuest Workshop**  
November 4, 2011

**IHI December Forum**  
December 4-7, 2011



## PFCC Highlights- Children's Hospital Portal Project Team

Children's Hospital of Pittsburgh of UPMC's Portal Project Team hit the ground running, as soon as they formed as a part of the Pediatric Surgery Working Group. The group quickly realized that this is an important part of the experience for their patients and families and can often be the difference between a good and bad experience. The Pediatric Surgery Working Group enlisted the help of Richard Cunningham, a parking attendant at Children's, who would help to co-lead the Portal Project Team.



The first object for the project team was to get a first hand look at what patients and families experience as they arrive at Children's. To accomplish this, the team as well as any interested individuals, took golf cart tours of the facility, driving through the main entrance as well as the various parking garages. This allowed everyone to see first hand where improvements could be made and gave them the opportunity to see the struggles that families face when arriving to the facility.

While reporting to the larger PFCC Working Group they realized that this was an issue affecting all patients, not just Pediatric Surgery. Therefore, the team decided to include members from all the Children's Working Groups to be a part of this initiative and the impact has been huge. This allows for greater input, additional creative ideas and a great cross functional project team.

From the tours, input of patients, families and Care Givers, and the writing of the ideal story the group has begun to work on several creative solutions to problems they were facing. Some projects the team is working on include new trash receptacles outside that match those inside, adding additional directional signage, changing parking garage ticket greeting and possibly getting a local radio personality to be the voice, as well as improved crosswalk warnings. These projects plus many others are some ways the team plans to increase the satisfaction of patients and families on their first point of contact with the hospital.

If you would like to learn more about any of the Portal Team projects please contact Richard Cunningham at [richard.cunningham@chp.edu](mailto:richard.cunningham@chp.edu).



Want to know more? Check us out on Facebook (Patient and Family Centered Care) Twitter (@PFCC\_) and YouTube (MyPFCCPartners).

# PFCC Travels: The UK and IHI National Forum

News travels fast, and the news of the improvements and benefits of the PFCC Methodology and Practice is no exception. PFCC is an interest to people all over, and the message is spreading fast, as we jet off to London, and then a winter visit to Florida. November 9th, 2011 Dr. Anthony DiGioia and PFCC Partners staff will head to the UK to present the keynote presentation at the Transforming Patient Experience Annual Conference. Here participants, including executives and decision makers, will hear about the benefits of PFCC and how it incorporates Evidence Based Design and the principles of Design Science. In addition, selected participants will be a part of a Master Series Class that will educate on each of the 6 steps of the methodology. Thanks to Jocelyn Cornwell for the invitation to participate in such a great event. Our partnership with Jocelyn began when she visited UPMC to speak about the Kinds Fund program and the relationship to PFCC and the Design Science Principles.

In early December, PFCC Partners @ The Innovation Center of UPMC will be heading to Orlando to attend the IHI National Forum for the second year in a row. This year we will be presenting a Keynote, entitled *Delivering Exceptional Care: The PFCC Methodology*, In addition we will be presenting a Mini-course, *The Patient-and Family-Centered Care (PFCC) Docu-Drama: Viewing All Care Through the Eyes of Patients and Families*. Finally we will have a Live storyboard presentation that will take the participants on a journey through the six steps of the PFCC Methodology.



## New Working Groups

Fall brings exciting changes, and we are excited to introduce several new Working Groups. PFCC Partners is happy to be working with Children's Hospital Perioperative Working Group, Children's Hospital Dental Working Group, The Champions Group at Children's Hospital, Patient and Family Experience Working Group at St. Margaret's, and the ER Experience Working Group at Magee-Womens Hospital. We give a big Welcome to all the new groups and look forward to them bringing new ideas to our ever growing community.

## What Care Givers are Saying about PFCC

"Not until we got people from all the different departments together, did we realize what could be accomplished through the PFCC Working Group!" ~Joanne Sherer, RN BSN-Assistant Director, Operating Room, UPMC Montefiore Hospital

"I am excited to lead the Perioperative Working Group through the PFCC Methodology, because it helps us raise the standard of care at Children's Hospital of Pittsburgh. We have so many opportunities to make a difference in a surgical patient's experience, and teaming with PFCC Partners @ The Innovation Center of UPMC will help us design the ideal story for every patient, every time!" ~ Hope Waltenbaugh, RN BSN –Unit Director SDS/PACU Children's Hospital

## What Patients and Families are Saying about PFCC

"It was as if the staff were reading my mind, answering questions before I even asked them and they explained everything very well."

"Super caring and friendly staff."

"Very good experience, my appointment was at 9am and I was on my way home a little after 10. That means a lot when you live far away. Thank you for that."

# October is PFCC Awareness Month

This October we celebrated PFCC Awareness Month. During this special time of year, we work extra hard to spread the word about PFCC to all of our UPMC facilities. It's a great way for us to encourage all Care Givers to remember that the patients and their families are the real reason we come to work each day.

We promote PFCC during October Awareness Month primarily by attending many of UPMC's employee benefits fairs that many of you have seen and attended thus far. By doing so, we are able to continually educate those of you already familiar with PFCC about all that we do year round - this includes updated documents of our ever expanding Working Group list, highlighted high impact project lists and updates on all PFCC events including the November VisionQuest. We are also able to introduce curious staff members to PFCC at these fairs, and enjoy the added enthusiasm quickly spreading throughout our facilities. In case you missed us (or just don't remember seeing us in the bustle of the crowd!) we have attended or will be attending fairs at the UPMC Health Plan, the U.S. Steel building, UPMC Passavant, St. Margaret's Hospital of UPMC, UPMC Presbyterian, Shadyside Hospital of UPMC and Magee-Womens Hospital of UPMC.

In addition some of our Working Groups are helping to celebrate October Awareness Month by holding their very own PFCC events. St. Margaret's Employee Inclusion Working Group held a pumpkin decorating contest for all their employees where they had the opportunity to have some fun and also learn about PFCC, how it is changing the culture at their facility and what they can do to get involved.

Did you do something to celebrate October Awareness Month? If so let us know, we would love to share it with all our PFCC Working Groups.

Although October Awareness Month is quickly coming to an end we ask that all of you remember to keep the principles of PFCC at the front of your mind throughout the year. Viewing care through the eyes of the patients and their families is the ultimate way to deliver exceptional, empathetic care to all those who visit UPMC.

**To learn more about what you can do to be involved with PFCC contact PFCC Partners @  
The Innovation Center of UPMC at [pfccpartners@upmc.edu](mailto:pfccpartners@upmc.edu)**

## At PFCC Partners...

We believe that Patient and Family Centered Care (PFCC) is a practice that is greater than the sum of its parts and that until now there has been no methodology to ensure patient-centered care is delivered anywhere in an organization, for every patient and family member, every time, all the time. The **PFCC Methodology and Practice** will transform the care experience of patients and families; it will also change the behavior of all Care Givers, creating a PFCC *culture*. In such a culture, it is second nature to continually seek ways to improve the care experience for patients and families.



**Save the Date!**  
**Friday, June 1, 2012**

The Journey Continues...

## **PFCC VisionQuest:**

How-To Guide for Providing Exceptional Care Experiences  
while Creating a Culture to Support Quality and Safety

**Friday, June 1, 2011**

**8:00am-2:30pm**

**Herberman Conference Center  
UPMC Shadyside, Pittsburgh, PA**

To register please visit:  
[VisionQuest.amd3.org](http://VisionQuest.amd3.org)  
or call 412-641-1924

**Course Co-Directors**  
**Anthony M. DiGioia III, MD**  
**Tami Minnier RN, MSN, FACHE**

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Need Go Guides or  
other PFCC Literature?  
Contact the PFCC Partners  
@ The Innovation Center  
of UPMC.



Patient and Family  
Centered Care



Want to see your project  
highlighted in this news-  
letter's next issue? Have  
a Champion or Working  
Group you would like to  
Spotlight?

Send submissions by  
December 27, 2011.



## Greetings from the Operation Walk Pittsburgh Team!

Hospital Santo Thomas in Panama City, Panama was buzzing with excitement last month, as the Operation Walk Pittsburgh team made dreams come true for 45 deserving patients.

- ❖ 55 joint replacement surgeries (7 hips, 48 knees)
- ❖ 10 bilateral joint replacements (10 knees)
- ❖ 11 male patients and 34 female patients
- ❖ Average age of 67 years old
- ❖ Youngest patient 40 years old and the oldest patient 81 years old

Visit our website to read our daily updates from the trip and to see pictures. [www.operationwalkpgh.org](http://www.operationwalkpgh.org)

Interested in joining our team for an upcoming mission? Visit <http://operationwalkpgh.org/volunteer.php>



For more information on our upcoming events, or to make a contribution, please visit our website at:  
<http://www.operationwalkpgh.org>