



Community Newsletter

Issue 10
Summer Edition
2011

PFCC Partners Welcome: Summer Interns

Summer is in full swing, and if you blink it might be gone. At PFCC Partners we are lucky to welcome twelve interns from various backgrounds and disciplines of study. They began arriving the beginning of June and will be here through the end of the summer. The interns are a great addition to the PFCC Partners team because they provide fresh perspective and are always willing and excited to shadow. This year, the interns come from diverse areas including marketers, industrial engineers, medical students and everything in-between, but no matter what area of study or what school they come from, they all have the same goal—to improve the patient and family experience.

Busy shadowing, the interns have already completed projects with Children’s Hospital Same Day Surgery, Magee Womens Hospital Noiselessness and Outpatient clinic teams, and UPMC Presbyterian Day of Surgery. The many different specialties within UPMC have given the interns great opportunities to experience several different aspects of the healthcare world. Just Ask Joel Sirianni, a medical student at the Drexel University College of Medicine.

“I’m really enjoying being back at the Innovation Center; it’s a great environment with some awesome people. As a current medical student the job is perfect for me. I’ve had the unique opportunity to work with and shadow not only doctors, like most students who volunteer, but also staff from various departments and of course patients and their family members. I continue to get a behind the scenes look at how a hospital is run and the im-

portant aspects of continual improvement in a patient’s and the family’s care experience. I look forward to finishing my last summer here and taking everything I’ve learned over the years into my future work as a doctor.”

At PFCC Partners we hope that all the interns leave feeling that they have made a difference, accomplished something, learned a lot, and are more prepared to enter their field with an understanding of the importance of viewing all care through the eyes of the patient and family.

If You have a project that you would like shadowed this summer, please contact PFCC Partners at the Innovation Center of UPMC.

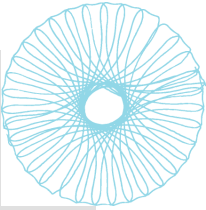
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Upcoming Events

PFCC VisionQuest Workshop
November 4, 2011

Mylan Classic Tickets fore Charity-August 29-September 4, 2011
Help Operation Walk Pittsburgh. Log on to <https://www.mylanclassic.com/buytix/OperationWalkPGH/>

IHI December Forum
December 4-7, 2011



PFCC Highlights...Magee Nighttime Rounder Project

The Nighttime Rounder Project

The Nighttime rounder project was developed by the Magee Womens Hospital Cleanliness Group. The Cleanliness Group was looking for quick and easy solutions for ensuring hospital cleanliness. The Working Group decided to pilot nighttime rounders.

Individuals have been placed on various units throughout the hospital during the 3-11 shift. The individuals attend to patient rooms and common areas during these off hours. With the addition of the nighttime rounder, the Group hoped there would be less accumulation of trash and less clutter for the following daytime staff. In turn, this would make the job of the daytime staff less stressful upon their immediate arrival.

To determine the success of the pilot, staff would look at the difference in the HCAHPS and Press Ganey scores since the implementation of the rounders, as well as take notice of the hot comment reports.

The Results

Over the past several months the Cleanliness Working Group has reviewed its HCAHPS and Press Ganey scores, noticing an increase in positive scores. Scores have gone from the below average marking to an at average or above average score for the units with nighttime rounders. In addition, the Working Group also noticed that they no longer receive comments stating "I never see a housekeeper;" now the comments are of thanks and praise to the housekeeping staff. Another measurement of success for the Working Group is that the frontline staff that participate in the Group, from housekeeping to nursing, all confirm that the nighttime rounders made a positive impact on the units.

The Cleanliness Group plans to add nighttime rounders to all units in the future and will continue to track and hopefully raise their scores with this easy-to-implement and effective addition to the Magee staff.

If you would like to learn more about the Nighttime Rounder Project please contact Jack Roach at 412-641-8762 or email him roachjr@upmc.edu.



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

PFCC Thanks and Well Wishes

PFCC Partners say farewell to two Working Group Champions, both of whom helped PFCC grow. Their dedication and drive to further expand the knowledge of PFCC made great strides throughout their individual divisions, especially within Children’s Hospital of UPMC.

Dr. Paul Rosen, Rheumatologist at Children’s Hospital of UPMC helped to establish the first Working Group at Children’s Hospital of UPMC. His passion, dedication and belief in the Methodology and Practice helped him to spread the word of PFCC throughout Children’s. Dr. Rosen’s commitment for PFCC extended so far beyond his daily practice that it is taking him onto PFCC driven career. Dr. Rosen accepted a position as Director of Service Excellence, with a hospital in Delaware, where he will spend 80% of his time practicing Patient and Family Centered Care initiatives and 20% spent on clinical work. We know that his dedication, innovative ideas, and knowledge of PFCC will allow Dr. Rosen to be very successful in his new position and wherever the road leads him in the future.

Also leaving from Children’s Hospital of UPMC is Chocku Radhakrishnan, Director of Pediatric Surgery and a Champion of the Pediatric Working Group. He has taken a position as Executive Administrator with Critical Care Medicine at UPMC. His work, strong passion and commitment to ensure the patient is always at the center of care helped gain momentum for the Pediatric Surgery Working Group. We look forward to working with him soon in his new position where we will hopefully start a Working Group and spread the PFCC message to more individuals.

Thank you both for your hard work, and commitment to the Patient and Family Centered Care Methodology and Practice.



New Working Groups

We are continuously expanding the PFCC efforts and are excited to be kicking off four new Working Groups. PFCC Partners gives a big welcome to **Children’s Hospital of UPMC ENT Working Group**, **PUH Endocrinology Working Group**, **PUH Imaging Working Group** and the re-kick off of the **MWH Bariatric Working Group**. We look forward to sharing in the development of new and exciting projects to help improve the Patient and Family experience for each of these areas.

What Care Givers are Saying about PFCC

“PFCC is great, not just for Children’s Hospital but all of UPMC. It is spreading like wildfire and it is wonderful what PFCC Partners have done.”
Chocku Radhakrishnan

“How many times have you heard ‘that’s not my job?’ PFCC makes it everyone’s job. Results are both timely and achievable because PFCC get’s everyone speaking the same language and united around a common focus.” Melinda Franks-Jakicic

What Patients and Families are Saying about PFCC

“The staff made a very scary experience very comfortable”

“This was my first hospital stay and I was very nervous about it, but the staff was wonderful. Thank you.”

“Everyone in that area was so friendly and happy for so very early in the morning.”

PFCC Mentor Program Highlights: Suzanne Rocks



On May 20th, 2011 the Surgical Care Experience Working Group celebrated a special PFCC Graduation Ceremony. Suzanne Rocks, a Co-Champion of the Working Group, is a true PFCC M/P Pioneer and an integral part of its spread and adoption since PFCC first began at UPMC. Through her mentorship and guidance she has successfully spawned the second generation of PFCC Working Groups. In recognition of her innovative efforts and her unwavering commitment to patients and families, Suzanne has been named the first ever “PFCC Mentor.”

Suzanne’s mentorship and passion for PFCC has gone viral and Marla Johnson, Champion of the Radiology Project Team, has taken her commitment to Patient and Family Centered Care to another level. The Radiology Project Team has officially spun into an entire Working Group of its own: The Imaging Experience. Marla’s attitude and enthusiasm for PFCC has inspired her group to go above and beyond. Because of this she was awarded the first ever PFCC Certificate of Achievement. Suzanne, her PFCC Mentor, presented Marla with the certificate in front of the entire Surgical Care Experience Working Group, along with the following advice:

- Always view care through the eyes of patients and families.
- Never stray from the PFCC Methodology, it will be your North Star and always lead you to the transformation.
- Continue to spread the enthusiasm for PFCC, and change the culture one step at a time.



To learn more about the Mentor Program Contact PFCC Partners @ The Innovation Center of UPMC

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.



PFCC **PARTNERS**
PATIENT & FAMILY CENTERED CARE METHODOLOGY AND PRACTICE

Save the Date!

The Journey Continues...

PFCC VisionQuest:

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

Friday, November 4, 2011

8:00am-2:30pm

Herberman Conference Center
UPMC Shadyside, Pittsburgh, PA

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

To register please visit:
VisionQuest.amd3.org
or call 412-641-1924

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Brought to you by:
Lindsey DelBene

PFCC Partners at The
Innovation Center of UPMC
Phone: 412-641-8890
Fax: 412-641-8689
pfccpartners@upmc.edu



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Contact the Innovation
Center.

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**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
September 23, 2011.

WALK
OPERATION WALK
PITTSBURGH

Greetings from the Operation Walk Pittsburgh Team!

In less than 10 weeks, the Operation Walk Pittsburgh team will be boarding a plane to Panama City, Panama. After visiting the small rural town of Antigua, Guatemala for the last 2 years, Panama City is sure to be an exciting experience. Here are some fun facts about the country:

- There are only 2 seasons; the dry season, from December to April, and the rainy season, from May to November. The climate is 100% tropical with temperatures usually between 80-90F.
- Panama covers an area of 75,517 square kilometers with more than 1,000 miles of coasts.
- There are 9 provinces and 3 indigenous territories.
- There is an estimated population of over 3.4 million, with 35% residing in Panama City.
- The currency is the Balboa which has the same value as the U.S. dollar. The U.S. dollar is legal tender in Panama by a 1904 agreement between the two countries. Panama does not print bank notes but mints its own coins.
- Spanish is the official language but most Panamanians speak English fluently.

Be sure to follow our blog at www.operationwalkpgh.org starting on September 21! We'll have photos and daily updates on everything from surgery to sightseeing!

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