



# Community Newsletter

Issue 9  
Summer Edition  
2011

## April 2011 VisionQuest-A Grand Slam

Baseball season is in full swing and what better way to start out the season then with another winning VisionQuest Workshop. On Opening Day, April 1, 2011, The Innovation Center held its sixth bi-annual Vision-Quest Workshop at the Herberman Conference Center on the UPMC Shadyside campus. The 136 partici-



pants not only learned the six steps of the Patient and Family Centered Care Methodology and Practice but were also given the opportunity to win Pirates tickets and other baseball paraphernalia. The day long event included an expert panel of PFCC Champions in which the audience could ask questions of. There were two break out sessions; "Charged Up About Starting a PFCC Working Group," given by Deb Maurer from the PFCC Transplant Working Group at UPMC Presbyterian Hospital and "Accelerating PFCC in Your Organization,"

by Dr. Cartland Burns and Chocku Radhakrishnan from the PFCC Children's Hospital of UPMC Pediatric Surgery Working Group.

During breaks participants were given the opportunity to check out the poster pavilion, which included posters of successfully implemented PFCC projects. There were posters from six different areas; Trauma Working Group - UPMC Presbyterian "Transforming the Patient and Family Experience," Bariatrics Working Group - Magee-Womens "Inpatient Bariatrics Packet," Discharge Working Group - Magee-Womens "Initiative to Improve HCAHPS Survey Scores on Discharge Items," Carnegie Mellon University "Family Oriented Personal Health Record Through Service Science," Innovation Center - Magee-Womens "Shadowing - Walking the Walk" and Innovation Center - Magee-Womens "Reality TV for Care Givers." Participants could also take part in meeting with the sponsors of the event, including Operation Walk, GBBN Architects, and Sky-light HealthCare System.

The day long workshop allowed attendees to gain knowledge and understanding of the six step process while providing entertainment as well. There was a "House" video clip to emphasized the importance of viewing care through the eyes of patients and families. In addition the Innovation Center Staff provided a real life shadowing opportunity through a skit that took participants through an ER Care Experience for patient and family; allowing for the audience to take note of both positives and areas for improvement.

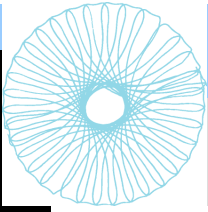


Participants left the workshop feeling energized and ready to start their own Working Groups. "I was glad to be chosen by management to participate and to bring back ideals to our facility." "The program was wonderful and I'm glad I had the opportunity to come. It was very informative and I have a lot to take from it." Be sure to stay alert for the next VisionQuest Workshop in November 2011 and don't forget to

also attend the upcoming July event!

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# Adopt a Project...Guardian Angels

## What is the Guardian Angel Project?

The Guardian Angel program was developed by the PFCC Transplant Working Group at UPMC Presbyterian Hospital in response to patient comments. During the initial shadowing many patients commented how nice it was to have someone with them during the often long and tiresome process. The PFCC Transplant Working Group took those comments and developed a simple solution...Guardian Angels to help improve communication and reduce patient and family stress.



The Guardian Angels are nursing and social work students from local colleges, The University of Pittsburgh School of Nursing and Carlow University, who visit with and help the patient and family throughout the transplant experience. They provide services to all pre-transplant patients at UPMC: heart, lung, liver, kidney, pancreas and intestine. The students offer support to the patient and family and have the ability to travel throughout the hospital to help make the patient and family comfortable. They can check on status of processes, help the patient reach the nurse and just be someone to talk with.



Before becoming a Guardian Angel the students are given tours of the facilities, introduced to various people they will interact with, and are sent on a scavenger hunt to all the different areas they will need to be familiar with before beginning to assist patients and their families. The Guardian Angels are also active members of the PFCC Transplant Working Group and routinely attend the weekly meetings.

## The Results

Measures of success will initially be monitored through patient and family interviews. To date the Guardian Angels have provided support to 2 pre-transplant patients and their families (lung and liver cases). While they were providing services the patients and family members commented on how appreciative they were of having the Guardian Angels with them. Follow up with the lung patient and his family reaffirmed that the services provided were beneficial and helpful to the family.

Be sure to check out the Pittsburgh Post Gazette article for even more about the Guardian Angels.

If you would like to learn more about the Guardian Angel Project please contact Deb Maurer at 412-692-4152 or email her [maurerd@upmc.edu](mailto:maurerd@upmc.edu)



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

# PFCC Community of Practice



PFCC is growing more and more everyday. New Working Groups are constantly forming and we at the Innovation Center have noticed that while those groups make great communities there needs to be a way to spread resources cross functionally. We are developing new ways to successfully engage all members of the community with the shared and committed interest and passion for improving the patients' and families' entire care experience This Community of Practice is intended to allow knowledge sharing, growth and creativity in any form imaginable. The Innovation Center is looking for help from those experts within their own community. This is a constantly changing and developing theme and

one that we need your help in order to make successful. If you have ideas or thoughts on how to best make use of our Community of Practice please contact Michelle Giarrusso at [giarml@mail.magee.edu](mailto:giarml@mail.magee.edu) or call 412-641-8683.

## WIN A PFCC BASKET

**We want your feedback! What does a PFCC Community of Practice mean to you? Please submit your responses by May 11th to Meghan Kelley at 412-641-1853 or [hilkomi@mail.magee.edu](mailto:hilkomi@mail.magee.edu). Everyone that submits a response will be entered to win a PFCC Prize Basket!**

### What Care Givers are Saying about PFCC

“Thank you so much for making us a part of your meeting. This was a great experience and I really enjoyed it. It sealed the learning for me and I am charged and excited to get started. What struck me the most was the “living it” way of life at Presby. PFCC was everywhere! Made me hopeful that I can get this started at home.”

### What Patients and Families are Saying about PFCC

“Everything was great. Not one negative thing to say, my experience was wonderful.”

“Everyone was so kind to us...all the way to the information desk where they always had a joke and a smile.”

# PFCC “Borrowing Brilliance” Program

PFCC is continuing at a rapid pace to grow and with growth comes new ideas. Often we have noticed that groups in one area are working on a project that another group has similarly addressed. There had to be a way to promote the cross collaboration that needed to occur. We at the Innovation Center of UPMC have developed a way to share these ideas across multiple people, units, hospitals and the entire PFCC Community of Practice. It is called the Borrowing Brilliance Program. This program is designed to be an easy, creative way to foster knowledge sharing and excite others about the many possibilities within PFCC.

## Who can use it?

Anyone! The program is designed to be simple to use and easily accessible. All you need are good ideas, creative people and a desire to share them - your platform is the program!

## Benefits:

- Very inexpensive
- Low-tech
- Generates creativity
- Simple to implement
- Easy to export
- Archival
- Fun engagement tool
- Efficient spread



## How do you get started?

PFCC Community members (i.e. - peers, leaders, end-users) should pick 3-5 outstanding projects 2-4 times a year. The guidelines for selection should be based on overall impact, mutual benefit, goals achieved and methods used.

Once the projects are chosen, a filmed interview will be conducted with the champion of that project. The interview should cover a summary and main points of the project. An effort will then be made to promote the film to all related parties and individuals who may have a vested interest or possible use for future endeavors. After the film has been shown, a brainstorming discussion can be held and pertinent contact information exchanged for future project implementation.

## At the Innovation Center...

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 COMMUNITY DAY



Come join us for a day of learning and entertainment. Interact with other co-workers, be part of the show and learn more about PFCC projects that are easy to implement.

**August 12, 2011**  
**8:00am to**  
**12:00pm**

St. Nicholas Cathedral,  
Oakland

**Striving for the Exceptional Care Experience**

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Sponsored by the Innovation Center of UPMC and the AMD3 Foundation

Viewing all care through the eyes of patients and families  
Co-Designing exceptional Care Experiences



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Need Go Guides or  
other PFCC Literature?  
Contact the Innovation  
Center.

join us on  
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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  
**July 12, 2011.**

**WALK**  
OPERATION WALK  
PITTSBURGH

## Greetings from the Operation Walk Pittsburgh Team!

After two trips to Antigua, Guatemala, Operation Walk Pittsburgh is traveling to a new location for 2011 as we head to Hospital Santo Tomas (St. Thomas Hospital) in Panama City, Panama to continue granting the wish to walk for those in need. Founded in the early 1700's to provide care for poor women, Hospital Santo Tomas has grown to be the largest public hospital in Panama. This years trip will be September 22-29, 2011

Despite Panama being considered an upper-middle income country, significant educational gaps mean that one-third of the population live in poverty, 14% in extreme poverty. Poverty becomes more pervasive in rural areas, where 46% live in poverty or extreme poverty.

Operation Walk Pittsburgh is excited to go to Panama in Fall 2011 to once again provide life changing hip and knee replacements for those who otherwise could not afford them. Please join us as we Walk it Forward in 2011, granting the wish to walk for those in need in Panama and in Pittsburgh.

## Events

Mother's Day Flower Sale—May 6, 2011  
Magee-Womens Hospital of UPMC Lobby

Pittsburgh Brewniversity—May 21, 2011  
Doublewide Grille, South Side

Happy Hour Part 2...Just when you thought  
it was safe—June 2011 (Place and Date  
TBD)

Mylan Classic Tickets fore Charity—August  
29–September 4, 2011  
Help Operation Walk Pittsburgh and enjoy  
an exciting week of golf and entertainment  
at the PGA Nationwide Tour Mylan Classic.  
Log on to [https://www.mylanclassic.com/  
buytix/OperationWalkPGH/](https://www.mylanclassic.com/buytix/OperationWalkPGH/)

For more information on our upcoming events, or to make a contribution, please visit our website at:

<http://www.operationwalkpgh.org>