

Experience PFCC with an On-Site Visit



PFCC On-Site Visits are designed to give an up close and personal view of what PFCC looks like in the real world of health care from the perspective of patients, families, Care Givers, physicians, and administrators. PFCC Champions, Working Group members and Innovation Center (IC) staff collectively lead this experience which enables participants from hospitals and health systems to not only visualize what PFCC looks like but also begin to develop plans for how PFCC can be implemented in their own organization.

Why the PFCC Methodology and Practice?

Chances are you and your colleagues deliver outstanding medical care and aim to do so in a patient and family centered way. But have you asked yourselves if the terrific care you are delivering really meets *all* the needs of patients and families? Have you thought and talked about - not only among yourselves but with patients and family members - what their needs really are? Finally, have you wanted to improve your delivery of care but didn't know where to begin or how to sustain the changes you thought about making?

The leadership and Care Givers of UPMC have been there and done that. We thought we were delivering Patient- and Family-Centered Care until we took a long, hard look at what we were doing and really listened to what patients and families had to say. Our patients taught us we had to work not necessarily harder, but differently, to meet all of their needs.

Transforming care from the real to the ideal experience for patients and families takes leadership and vision, thought and planning, teamwork and commitment, and a drive toward continual improvement of the care experience. Care transformation also takes a positive attitude, an urgent sense that change is both essential and possible, flexibility and adaptability, and an enthusiasm for embracing change. Having the right mindset is fundamental to transforming care and developing high performance care teams. This, combined with the six-step PFCC Methodology and Practice, makes care transformation possible.

Would you like to visit?

The PFCC On-Site Visit is recommended for organizational leaders, Care Givers who are assigned responsibility for bringing PFCC initiatives to their facility and managers. IC staff will work with each individual organization to assist where necessary in helping to determine the best individuals to attend.

Goals for your PFCC On-Site Visit:

- To enable individuals from any health care organization to learn the core principles and practical steps of the PFCC Methodology and Practice.
- To enable participants to understand the business case for PFCC and the perspective of executive administrative, medical, and nursing leadership regarding the impact of PFCC on outcomes.
- To develop an understanding of what infrastructure is needed to support patient- and family-centered care programs and Working Groups, including the awareness and spread of PFCC through an organization.
- Visualize the engagement of patients, families and caregivers all levels of the organization.

- To energize participants regarding the positive benefits of PFCC for themselves, the people they care for, and for their organization as a whole.
- To see examples of how PFCC can be implemented in the design of new facilities and in retrofitting older facilities by not just renovating but by making simple changes in the facility in order to improve care flow and care experiences, including a variety of inpatient and outpatient services.

Overview of Your PFCC On-Site Visit :

PFCC On-Site Visits take place within the UPMC Health System. Participants are welcomed by IC leadership and given an overview of patient- and family-centered care. PFCC Champions share their experiences of what works, the barriers and challenges, as well as the outcomes with this culture change. Tours of selected areas of UPMC are provided where participants can see first hand what PFCC looks like in action. Additional PFCC Working Group members, managers, and Care Givers engaged in the tours are available to share their experiences with implementing patient- and family-centered care.

Participants will share lunch with a group of IC leadership as well as experienced PFCC Champions who work across the health system. There is focused time on what infrastructure is needed to build a strong PFCC Community. Depending upon the audience, their interests and needs, the remainder of the visit is focused on either specific topical areas or facilitated discussions to help participants build their actions plans for implementing PFCC in their own facility.

Sample Schedule for a One-Day On-Site Visit:

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| 7:00 a.m. | Meet with Innovation Center PFCC Director |
| 7:15 - 9:00 a.m. | Trauma Working Group Meeting |
| 9:00 - 10:30 a.m. | Surgical Care Experience Working Group Meeting |
| 10:45 - 11:15 a.m. | Meet with - VP, Operations |
| 11:15 - 12:15 noon | Lunch with IC leadership and other PFCC champions |
| 12:15 - 1:00 p.m. | Innovation Center Meeting |
| 1:00 - 2:00 p.m. | Leadership Meeting |
| 2:15 - 2:45 p.m. | Meet with Chief Quality Officer, UPMC |
| 3:00 - 4:00 p.m. | Wrap up meeting with Dr. DiGioia |
| 4:00 p.m. | Depart from Magee-Womens Hospital for airport |

For More Information:

For specific information about a PFCC On-Site Visit, contact the Innovation Center. We ask each participating organization to submit a brief profile and needs assessment so that we can tailor the PFCC On-Site Visit as much as possible to the individual or organization's needs.



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