

September/October 2011

The Windber Focus

Showcasing Patient-Centered Care

Volume 1, Issue 3

Patient-Centered Care Awareness Month

“...with patience, creativity and perseverance, the results can be beautiful, vibrant and uplifting.”



Windber Medical Center is pleased to join other patient-centered organizations from around the world in commemorating the fifth annual Patient-Centered Care Awareness Month in October. Healthcare organizations will engage in a variety of activities designed to empower patients, strengthen their patient-centered practices, publicly proclaim their commitment to patient-centered care, and reflect on their efforts to transform the health care experience. The theme of Patient-Centered Care Awareness Month this year is *“Transformation through patient and*

family engagement.” A butterfly logo reinforces that while the process of transformation is gradual and at times challenging, with patience, creativity and perseverance, the results can be beautiful, vibrant and uplifting.

Ultimately when patients report that they feel they are being treated with dignity, respect and compassion, when families express gratitude for being treated as full partners in care, and when health care providers are proud of their work, the rewards are vibrant and uplifting.

As part of Patient-Centered Care Awareness Month in October, Windber Medical Center is committed to the values of patient-centered care:

- A patient is an individual to be cared for, not a medical condition to be treated.
- Each patient is a unique person, with diverse needs.
- Patients are partners and have knowledge and expertise that is essential to their care.
- Patients' family and friends are also partners.
- Access to understandable health information is essential to empower patients to participate in their care and patient-centered organizations take responsibility for providing access to that information. *...continued on page 2*

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Above Average

We believe...there is care...and then there is WindberCare



A Designated Planetree Patient - Centered Hospital



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- The opportunity to make decisions is essential to the well-being of patients and patient-centered organizations take responsibility for maximizing patients' opportunities for choices and for respecting those choices.
- Each staff member is a caregiver, whose role is to meet the needs of each patient, and staff members can meet those needs more effectively if the organization supports staff members in achieving their highest professional aspirations, as well as their personal goals.
- Patient-centered care is the core of a high quality health care system and a necessary foundation for safe, effective, efficient, timely, and equitable care.

Planetree History - Part 3 (This concludes our 3 part series on the history of Planetree.)

Angie's brainchild — the Planetree unit — was the culmination of years of grassroots efforts to realize a completely re-oriented model of care in the hospital setting. Its creation launched one of the most far-reaching experiments in the realm of consumer-responsive, patient-centered care ever attempted in this country. The unit was a pioneering effort to change the way that patients experienced hospitals; from impersonal and intimidating institutions to nurturing, healing and educational environments. The successes achieved and lessons learned on the first model unit set the stage to replicate the model at other model sites across the country. Within five years, five Planetree model units had been established from coast to coast.



PLANETREE

The seeds of innovation and change that Angie planted nearly 30 years ago have had a far-reaching effect. Today, Planetree is an internationally recognized leader in patient-centered care. The core principles of the Planetree model are essentially (the) same as those reflected in the model unit. Working alongside over 100 hospitals, long-term care facilities, rehabilitation centers and psychiatric facilities in the United States, Canada and Europe, Planetree is fulfilling Angie's vision of personalizing, humanizing and demystifying health care. Some of the ideas Angie introduced nearly three decades ago – such as giving patients access to their medical records and unrestricted visiting hours – seemed radical at the time. In the years since, however, these radical ideas have become much more widely accepted and practiced. By introducing these concepts and persistently challenging health care providers to re-consider the typical provider-focused mentality and to broaden the concept of what it means to be “healing,” Angie Thieriot truly transformed the patient experience for countless patients, loved ones, and care givers.

Thirty years ago, Angie was alarmed and spurred to action after hearing how so many others' hospital experiences mirrored her own cold, frightening stay. Today, Planetree continues to be rooted in the experiences of the patient. Every year, the organization conducts scores of focus groups, hearing first-hand from hundreds of patients, employees, and care givers, many of whom share experiences not unlike Angie's. Unlike thirty years ago, however, today, thanks to Angie's vision, Planetree is able to offer these frustrated and disillusioned patients and employees a model for change. Angie knew that the 13-bed Planetree unit was the kind of environment she would have liked to have experienced during her previous hospitalization. To more formally study the effectiveness of the unit, the University of Washington conducted a four-year randomized evaluation that ultimately demonstrated both patient and employee satisfaction were significantly higher in the Planetree unit. A second study focusing on twelve Planetree hospitals pre- and post-implementation of the model also demonstrated significant increases in patient satisfaction with their hospital stay within a 12 to 24 month period. Those results continue to be demonstrated at Planetree hospitals across the country.

Taken from: <http://planetree.org/about.html>

Patient Questions: Things to Ask Your Hospital

Access to Information

- Do you have a consumer health library?
- What type of information will you provide to me about my condition and treatment options?
- If I would like more background information, how could I obtain that information?
- What process would I use to access my medical records while I am in the hospital?
- Will someone review the records with me and answer any questions I have?
- Do I have the option to add my own information and perspectives into my record for my healthcare team to read and review?



Involvement of Family and Friends

- Are there any limitations on when I may have family/friends with me? Can they stay overnight?
- If I want them to be involved, can my family and friends be trained to help care for me while I am in the hospital?
- If a family member/friend will be caring for me after discharge, what type of information and training is available to them before my discharge?

Responsiveness to Patient or Family Concerns

- What process should I (or my family member/friend) use to raise a concern while in the hospital?
- Do you have a process for a team to rapidly assess a patient who is deteriorating?
- Can a patient or family member initiate the team?

Involvement of Patients in Hospital Operations

- What processes do you use to get input from patients and family members?
- Do you have a patient and family advisory council?
- Are patients involved on other hospital committees?

- Do you conduct patient focus groups?
- What type of orientation and support do you provide for patients and family members involved in hospital operations?
- How do you use the feedback obtained from patients and families?

Patient Preferences and Comfort

- What do the patient rooms look like?
- Will I be able to see outside?
- Will I be able to adjust the lighting and the temperature myself?
- If I am not in a private room, is there a place that I can go to have a private conversation?
- Are there any activities other than television available, such as music or reading material?
- Are there lounges available for me and my family/friends to use?
- Are there patios, gardens, or other outdoor spaces for patients and families?
- Is it possible for you to adjust mealtimes and routine checks around my schedule?
- For example, if I am a late sleeper, can I receive my breakfast and have my temperature taken later in the morning instead of being awakened?
- Is food available to me 24 hours a day if I am hungry?
- Can my family/friends cook food for me at the hospital?
- Will I have a variety of food choices that take my personal or ethnic preferences into consideration?



- Are complementary and integrative therapies such as massage available?
- What types of services?
- How would I arrange for those services?

Patient Feedback

- How do patients rate their experience in your hospital?

Patient-Centered Care



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HCAPS Survey

HCAHPS survey is a nationally standardized survey that evaluates a patient's perspective of their hospital care. While patient responses to survey questions can provide useful, these responses alone do not provide a complete analysis of their experience.

To evaluate or improve "Patient-Centered Care" a hospital should also consider suggestions from patient focus groups, patient feedback, care-giver feedback and staff recommendations.

The chart below shows the most recent HCAPS measurements. It includes data from October 2009 through September 2010.

Windber Experience Above Average

(www.hospitalcompare.hhs.gov)

<i>HCAPS Survey of Patients' Hospital Experiences</i>	<i>Windber Average</i>	<i>PA Average</i>	<i>National Average</i>
Patients who reported that their nurses "Always" communicated well.	80%	76%	76%
Patients who reported that their doctors "Always" communicated well.	85%	78%	80%
Patients who reported that they "Always" received help as soon as they wanted.	71%	63%	64%
Patients who reported that their pain was "Always" well controlled.	71%	69%	69%
Patients who reported that staff "Always" explained about medicines before giving it to them.	66%	59%	61%
Patients who reported that their room and bathroom were "Always" clean.	81%	70%	71%
Patients who reported that the area around their room was "Always" quiet at night.	58%	50%	58%
Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home.	86%	82%	82%
Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).	73%	65%	67%
Patients who reported YES, they would definitely recommend the hospital.	75%	67%	69%