



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

www.ipfcc.org

Engaging the Challenging Patient

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COSEHC PTN Meeting
Isle of Palms, SC
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Objectives . . .

- ◆ Discuss how the concepts of patient- and family-centered care can provide a framework for caring for patients and families that are challenging.
- ◆ Describe ways ambulatory practices can create opportunities for patients and families to be partners in transformation and proactively support all patients and families, even the most challenging.



Patient- and Family-Centered Core Concepts

- ◆ People are treated with **respect and dignity**.
- ◆ Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.
- ◆ Patients and families are encouraged and supported in **participating in care and decision-making** at the level they choose.
- ◆ **Collaboration** among patients, families, and providers occurs in policy and program development and professional education, as well as in the delivery of care.





Patient- and family-centered care is working "with" patients and families, rather than just doing "to" or "for" them.



Social Isolation — A Risk Factor for Health

- ◆ *Ask the patient to identify a care partner as part of routine care.*

“Social relationships, or the relative lack thereof, constitute a major risk factor for health—rivaling the effect of well established health risk factors such as cigarette smoking, blood pressure, blood lipids, obesity and physical activity.”
(House, Landis, and Umberson; *Science* 1988)

Research is clear that isolating patients at their most vulnerable times from the people who know them best places them at risk for medical error, emotional harm, inconsistencies in care, and costly unnecessary care (Cacioppo & Hawkley, 2003; Clark, 2003).



The Third Chair



Most exam rooms have three chairs. . . a chair for the patient, a chair for the physician.

“Is the third chair a *just in case* chair, or is it a *I’d like you there* chair?” Does the third chair have an intention and a purpose for someone important to the patient?

Bill Schwab, MD



The Third Chair



Studies indicate that family members are present in approximately 20% to 60% of health care encounters with adult patients 40 years or older.

Family presence facilitates patient-physician communication, engagement in self-management, and provides support for the patient.

Wolff, J. L., & Roter, D. L. 2011. Family presence in routine medical visits: A meta-analytical review, *Social Science & Medicine* 72(6), 823-31.

Wolff, J. L., & Roter, D. L. 2008. Hidden in plain sight: medical visit companions as a resource for vulnerable older adults, *Archives of Internal Medicine*, 168(13), 1409-1415.



Patient and Family Advisors as Improvement Partners

Dr. Bernacki's Team has quarterly QI meetings...

A FIRST STEP: Invite three patient and family members from the practice as advisors to join these meetings.

Prepare them to participate on a QI team. Try it for 2-3 meetings and debrief together to see if everyone finds it valuable.



The screenshot shows the website for the Institute for Patient- and Family-Centered Care (IPFCC). The header includes the IPFCC logo and the tagline "Transforming health care through partnerships". A navigation menu lists: Home, About Us, Our Services, Educational Programs, Resources, Profiles of Change, and PFCC Best Practices. The main content area features a section titled "Partnerships in Ambulatory Care Settings" with a sub-header "Partnerships in Ambulatory Care Settings". Below this is a quote from Joseph Bianco, MD, FAAFP, Director of Primary Care, Essentia Health: "Our patients and their families are an abundant source of wisdom as we navigate the stormy seas of healthcare delivery. To go it alone without their partnership is foolish and unwise." To the left of the quote is a list of links: "Defining Ambulatory Care", "Key Initiatives Supporting Ambulatory Care and Primary Care", "Featured Programs", "Patients and Families as Partners", and "Tools and Resources". To the right of the quote is a paragraph: "Many ambulatory care settings are working to improve the patient experience, clinical outcomes, and provide a better work experience for clinicians and staff. Working in partnership with patients and family members has proven to accelerate positive changes in these settings and has generated renewed energy and inspiration for those working as health care professionals." Below this paragraph is another paragraph: "Examples of successful programs and other tools are provided to help clinicians in ambulatory care settings be more effective partners with patients and families - both in patient care itself and at the practice or organizational level." There are two images: one showing a group of people in a meeting and another showing a person working at a computer.

www.ipfcc.org/bestpractices/ambulatory-care/index.html



Team Up for Health Humboldt Open Door Clinic

Redesigning the clinic's bulletin boards.

Helping to improve community resource referrals.

Reviewing the telephone system.

Developing a patient/friendly business card for clinic patients.

Promoting provider engagement.



Patient Advisory Board



An Ambulatory Patient- and Family-Centered Pathway

Opportunities to Partner with Patients and Families

**Telephone Communication
& Website**

**Registration & Check-in
Process Interactions**

Waiting Room Experience

**Interactions in the
Rooming Process**

**Interactions with Clinician
and Others on the Team**

Check-out Process

**Follow-up Phone
Call & Support**

What is needed to ensure respectful, PFCC approaches occur at each step in the pathway? Patient and family advisors can help address these issues.

A free on-line learning community dedicated to partnerships with patients and families to improve and transform care across all settings.



Join the Discussion
Ask or answer questions with your peers.
Our dynamic discussion groups explore best practices in patient- and family-centered care.

ANNOUNCEMENTS **ADD**

NEW FEATURES ON PFCC.CONNECT
BY: **MARY MINNITI**, 16 DAYS AGO
Go to your profile and complete it! Then look under Network and see how many people that have similar roles or backgrounds as you! [More](#)

<http://pfcc.connect.ipfcc.org/home>





Let's Get Started

What is your objective

Improve work-life balance in your practice

Improve access and/or productivity in my practice

Provide high quality care to my patients

Partner with patients to promote active engagement in care

Earn Practice Assessment MOC credits

American College of Physicians

Practice Advisor

[www.practiceadvisor.org/
Modules](http://www.practiceadvisor.org/Modules)



In Conclusion . . .

“Our patients and their families are an abundant source of wisdom as we navigate the stormy seas of healthcare delivery.

To go it alone without their partnership is foolish and unwise. With patients as equal partners in this journey, our work together is more fulfilling, more meaningful, and more likely to help them reach their health goals.”

Joseph Bianco, MD, FAAFP, Director of Primary Care
for Essentia, Ely, MN





Questions and Comments

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