Sharing the Wealth. Lessons Learned from Children’s Hospital Applied Organizationally
Penn State Hershey Children’s Hospital

- Located in Hershey, PA
- Magnet Designated
Penn State Hershey Children’s Hospital

- Children’s Hospital is within 500 bed hospital
- 105 bed inpatient Children’s Hospital
- Level I Trauma Center
- Level III NICU
- 16 Child Psychiatry beds
- 10 Pediatric Rehab beds
<table>
<thead>
<tr>
<th>Date</th>
<th>PFCC Event</th>
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<tbody>
<tr>
<td>2001</td>
<td>Developed Family Advisory Council and Family Faculty program</td>
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<tr>
<td>2002</td>
<td>PICU became open unit to families 24/7</td>
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<td>2003</td>
<td>Developed Advisory Council for Teens</td>
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<tr>
<td>2004</td>
<td>Achieved highest Patient Satisfaction in history of PSHCH (95&lt;sup&gt;th&lt;/sup&gt; percentile)</td>
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<tr>
<td>2009</td>
<td>NICU became open unit to families 24/7</td>
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<tr>
<td>2009</td>
<td>Attended 5&lt;sup&gt;th&lt;/sup&gt; International PFCC Conference</td>
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<td>2009</td>
<td>Conducted assessment of PFCC in daily practices</td>
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<td>2010</td>
<td>Created 5 year strategic plan to improve PFCC in Children’s Hospital</td>
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<tr>
<td>2011</td>
<td>Bedside Shift Report, Hourly Rounds, and Leadership Rounds implemented with help of FAC</td>
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<tr>
<td>2012</td>
<td>Reassessment of PFCC in daily practices</td>
</tr>
<tr>
<td>2012</td>
<td>Adjustment of PFCC Strategic Plan</td>
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Patient and Family-Centered Care Advisory Council (PFCCAC)

- Created in 2008, mostly made up of family members
- Restructured in 2009 and used Children’s Hospital Family Advisory Council (FAC) as guideline
  - Created new member orientation based on FAC’s orientation
  - Created Operational Guidelines based on FAC’s Operational Guidelines
PFCC in Adult Units

- After attending PFCC Conference in 2009
  - PFCCAC refocused
    - Engaged more family members, engaged leadership to participate in Council
  - Nursing Research completed assessment of nurses
    - Perspective of PFCC in daily practice
  - PFCC assessment given to Executive Director and Dean of PSHMC to complete
    - Result- Every employee required to attend PFCC training
PFCC Oversight Committee

- Created in 2010 after attending PFCC Conference
- Interdisciplinary team
  - Physicians, nurses, respiratory therapy, volunteer, family member, family-centered care coordinator
- Addressed deficiencies identified in Nursing Research Assessment
  - Made policies less unit based and more patient/family based
    - New definition of family
    - Family members are not visitors
  - Reworded job descriptions and screening tools to incorporate PFCC values
  - Developed PFCC internal and external websites
  - PFCC Education for all employees
Adopting PFCC in Nursing Culture

- Nursing Collaborative Care Transition System
  - Redesigned in 2010
  - PFCC is at the core
  - Incorporated into all education phases to remind nursing why we do what we do
PFCC Education Phases

- 5 Phases over 1 year
  - Overview of PFCC
  - PFCC - Strengths and Opportunities
  - PFCC & Diversity
  - PFCC & Professional Boundaries
  - PFCC & Setting Limits with Patients/Families
More PFCC Education

- Monthly PFCC Scenarios emailed to staff
- PFCC Scenarios in Charge Nurse Newsletters
- Trauma Education- incorporates four families’ stories about trauma, recovery, and how PFCC was incorporated
- Family Faculty presentations
  - OR, inpatient units, outpatient clinics, leadership forum, nursing grand rounds
Outcomes

- Increase in use of Family Faculty and PFCCAC
  - Family Faculty
    - 2010 - 10 of presentations
    - 2011 - 40+ presentations
    - Every new hire orientation
  - PFCCAC
    - Accomplishments/Advisements
- Families are no longer visitors
- Increased patient satisfaction
Challenges

- Buy-in from staff
- Making PFCC constant priority among staff/faculty members
- Need physician champions to partner with
- Assign member of PFCC Oversight Committee to each unit/department/division as “resource person”
## Overview of Transformation

<table>
<thead>
<tr>
<th>Penn State Hershey Children’s Hospital Initiative</th>
<th>Date</th>
<th>Penn State Hershey Medical Center Initiative</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Family Advisory Council</td>
<td>2001</td>
<td>Patient-and Family-Centered Care Advisory Council</td>
<td>2008</td>
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<tr>
<td>Family sleeping arrangements</td>
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<tr>
<td>Family Faculty Presentations</td>
<td>2001</td>
<td>Family Faculty Presentations</td>
<td>2010</td>
</tr>
<tr>
<td>PICU open to families 24/7</td>
<td>2002</td>
<td>Visitation policies revised; Families are not visitors</td>
<td>2011</td>
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<tr>
<td>NICU open to families 24/7</td>
<td>2009</td>
<td></td>
<td></td>
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<tr>
<td>CarePage kiosks available for patients/families</td>
<td>2001</td>
<td>CarePage kiosks available for patients/families</td>
<td>2010</td>
</tr>
<tr>
<td>Wifi in Children’s Hospital</td>
<td>2006</td>
<td>Wifi hospital wide</td>
<td>2010</td>
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