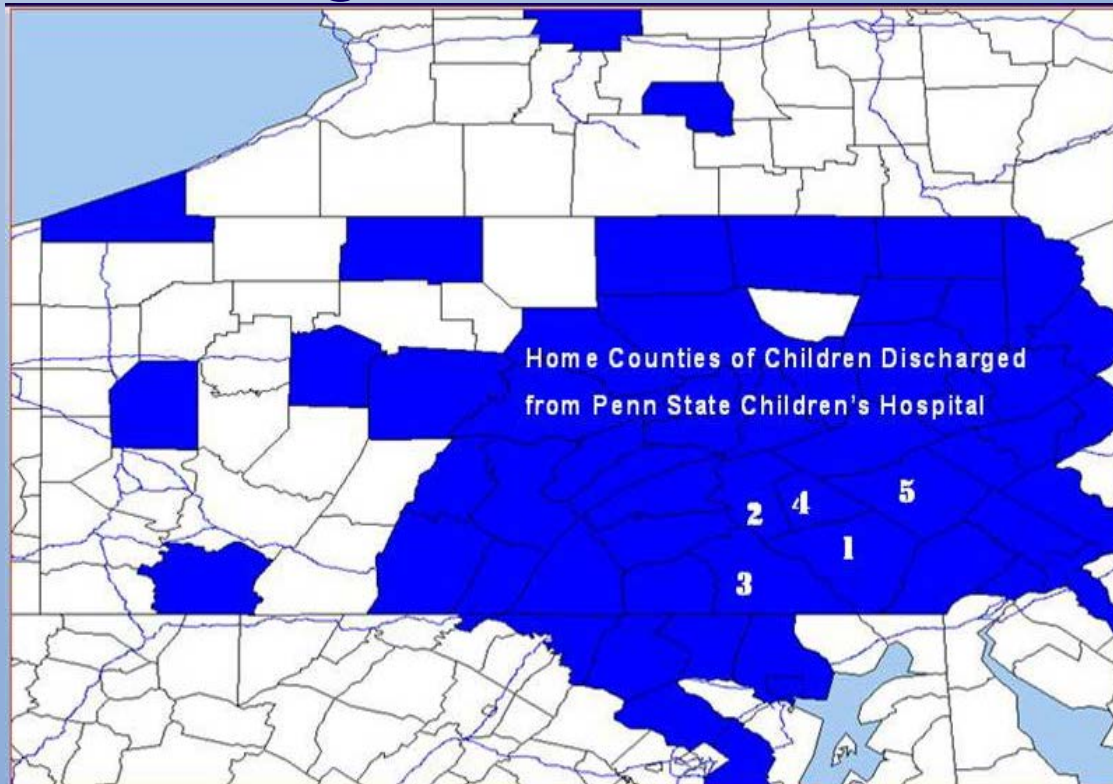


Sharing the Wealth. Lessons Learned from Children's Hospital Applied Organizationally



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



History of PFCC at Penn State Hershey Children's Hospital

Date	PFCC Event
2001	Developed Family Advisory Council and Family Faculty program
2002	PICU became open unit to families 24/7
2003	Developed Advisory Council for Teens
2004	Achieved highest Patient Satisfaction in history of PSHCH (95 th percentile)
2009	NICU became open unit to families 24/7
2009	Attended 5 th International PFCC Conference
2009	Conducted assessment of PFCC in daily practices
2010	Created 5 year strategic plan to improve PFCC in Children's Hospital
2011	Bedside Shift Report, Hourly Rounds, and Leadership Rounds implemented with help of FAC
2012	Reassessment of PFCC in daily practices
2012	Adjustment of PFCC Strategic Plan



PFCC in Adult Units

- 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

Penn State Hershey Children's Hospital Initiative	Date	Penn State Hershey Medical Center Initiative	Date
Family Advisory Council	2001	Patient-and Family-Centered Care Advisory Council	2008
Family sleeping arrangements	2001	Family sleeping arrangements	2008
Family Faculty Presentations	2001	Family Faculty Presentations	2010
PICU open to families 24/7 NICU open to families 24/7	2002 2009	Visitation policies revised; Families are not visitors	2011
CarePage kiosks available for patients/families	2001	CarePage kiosks available for patients/families	2010
Wifi in Children's Hospital	2006	Wifi hospital wide	2010
Family Greeter Program	2011	Patient/Family Support Program	2012

