



## Health Care Ethics and Safety: A Quality Case for Consumer Engagement

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## Introductions



**Moderator**  
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**Panelist**  
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## Continuing Education Credit

This activity is designed to meet the educational needs of case managers, counselors, dietitians, nurses, nurse practitioners, pharmacists, pharmacy technicians, physicians, psychologists, social workers (all practice types) and other health care professionals (HCPs) who have an interest in compassionate, high-quality and person-centered care.

Participants will receive a certificate upon successful completion of the activity, which includes the following:

1. Completing the entire activity.
2. Completing the pre- and post-activity assessments, activity evaluation and application for certificate of credit.

CCMC Ethics credit is approved for this course.

View the CCMC Code of Professional Conduct here:

<https://ccmcertification.org/ccmc-code-professional-conduct>

3

## Learning Objectives

- Explore how building a **culture of health and well-being** can promote high-quality, compassionate care that takes individual and family preferences into consideration.
- Relate how **quality, safety, ethics and costs of care** can be impacted when there is **compassionate interaction** between the individual and the health care team.
- Explore the **challenges and barriers** to improving consumer engagement and compassionate care.
- Identify **practices and strategies** that the interprofessional team may employ to enhance partnerships with individuals and their families/caregivers.



4

## Webcast Overview

Dr. Sue Hassmiller and Dr. Peter Pronovost: Personal Perspectives

Connection between Consumer Engagement and Quality/Safety

Resources and Tools

Q&A Taking Action

**We welcome your questions.  
Please enter your questions in the chat box during the webcast.**

5

## Personal Perspectives

6

## Bob and Me



7

## New Narrative: Harm is preventable



8



## The Case for Enhancing the Patient Experience

When patients believe they have a good care experience, health care organizations have:

- Lower re-admission rates
- Shorter lengths of stay
- Fewer hospital-acquired conditions
- Higher Patient Safety Indicator scores
- Higher Patient Engagement scores
- Outcomes improve and costs decrease

Mark Smith et al., eds. *Best Care at Lower Cost: The Path to Continuously Learning Health Care in America*  
Washington, DC: Institute of Medicine, 2013.

10

## Patient Experience and Quality

- ACA mandated hospitals would be reimbursed on scores that measure clinical care and patient experience
- Hospitals are rewarded or penalized based on their patient experience scores



11

## RWJF Vision: A Culture of Health

We, as a nation, will strive together to build a Culture of Health enabling all in our diverse society to lead healthy lives, now and for generations to come

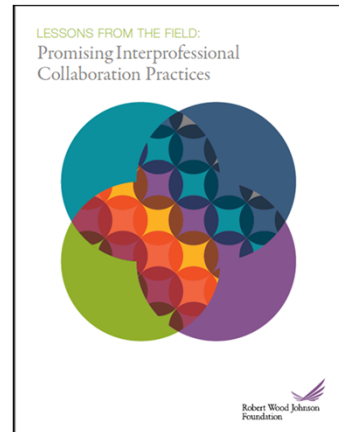
Includes well-being and positive patient experiences



12

## Improving Patient Engagement: Foster Interprofessional Collaboration

1. Put patient first
2. Demonstrate leadership commitment
3. Create level playing field
4. Cultivate effective team communication
5. Explore use of organizational structure
6. Train different disciplines together



13

## New Narrative: Patient is Center of Care Team



Dixon-Woods; Explaining Michigan Milbank Quarterly

14

## Rounds Without Patient and Family



15

## Rounds With a Patient and Family



16



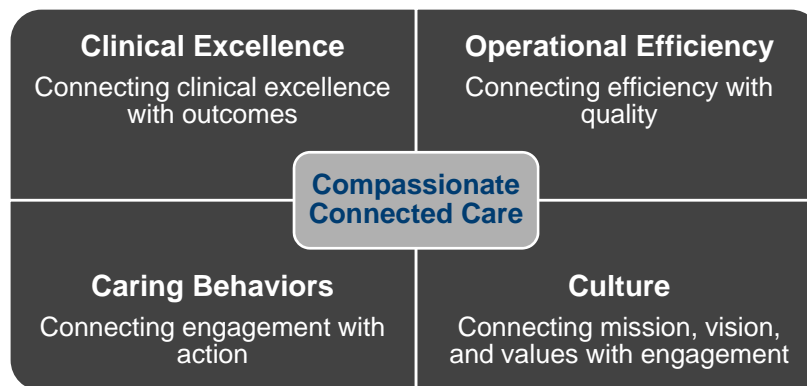
## What would happen if you engaged people and the care team

- People: improved outcomes and experience lower costs
- Staff: habitual excellence 30% discretionary effort, work more joyful and meaningful
- Teams: 4x more productive
- Organizations: 40% better performance

ARMSTRONG INSTITUTE FOR PATIENT SAFETY AND QUALITY

17

## Compassionate Connected Care Model



Dempsey, Christina. *The Antidote to Suffering: How Compassionate Connected Care Can Improve Safety, Quality and Experience*. New York: McGraw Hill Education, 2018.

18

## Best Practices for Improving the Patient Experience

Clinically minded volunteers meet with patients and families

Shared decision-making tools

Patient activation measures

Open visiting hours/rounding

White boards

Patient education videos

Clinical Nurse Leader Rounding

Bedside charting that enables patient access

Code Lavender

Hassmiller and Bilazarian, 2018.

19

## Caregivers Also Suffer

Many are overworked, exhausted and unhappy

- Long hours
- Large caseloads
- Regulations and documentation
- Reimbursement pressure
- Physician and nurse shortages
- Patient complexity and acuity
- New technology
- Unsupportive work environment



Dempsey, 2018.

Kovner, C. T., & Brewer, C. S. (2011). RN work project. *Robert Wood Johnson Foundation*. Retrieved from <http://rnworkproject.org>.

20

## Reducing Caregiving Suffering

- Health leaders should acknowledge the complexity and gravity of the work provided by caregivers
- Management should offer material, human and emotional resources
- Teamwork is vital to success
- Empathy and trust should be fostered and modeled
- A positive work-life balance reduces compassion fatigue
- Communication is crucial

Dempsey, 2018.  
Fontaine, D. K., Haizlip, J., & Lavandero, R. (2018). No Time to Be Nice in the Intensive Care Unit. *American Journal of Critical Care*, 27(2), 153-156.

21

## What would care look like if you believed this narrative:

- You would involve people in governance
- You would engage people in decisions
- You would meet their needs
- You would ensure they were able to self care
- You would coordinate care
- You would show compassion: Just like me
- You would listen
- You would love

22

**The secret to quality is love;  
Micro-moments of positive connection**



23

**I will**

24

## In Closing – Take Action

1. Have a conversation with one other person about what you learned within a week.
2. Shift our attitudes and subsequent work processes.
3. Create an action plan and identify what you will do differently.....I WILL
4. Share your thoughts and feedback.

25

## Panelist Q&A

We welcome your questions. Please enter your question in the Q&A box.



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26

# Resources and Tools

27

## Resources

### Journal of Nursing Administration (JONA) Articles

Bringing Compassion Back to the Forefront of Care

[https://journals.lww.com/jonajournal/Fulltext/2018/04000/Bringing\\_Compassion\\_Back\\_to\\_the\\_Forefront\\_of\\_Care.1.aspx](https://journals.lww.com/jonajournal/Fulltext/2018/04000/Bringing_Compassion_Back_to_the_Forefront_of_Care.1.aspx)

The Business, Ethics, and Quality Cases for Consumer Engagement in Nursing

[https://journals.lww.com/jonajournal/Fulltext/2018/04000/The\\_Business\\_Ethics\\_and\\_Quality\\_Cases\\_for.5.a.spx](https://journals.lww.com/jonajournal/Fulltext/2018/04000/The_Business_Ethics_and_Quality_Cases_for.5.a.spx)

Clinician Well-Being Knowledge Hub

<https://nam.edu/clinicianwellbeing/>

RWJF Promising Interprofessional Collaboration Practices

<https://www.rwjf.org/content/dam/farm/reports/reports/2015/rwjf418568>

28