

## **FOCUSing on Family-Centered Care: Improving the Patient-Family Experience**

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**Background Information:** At Monroe Carell, we believe quality health care is centered around the partnership between patients, families, and the healthcare team. This partnership is identified in our FOCUS Values. Monroe Carell's FOCUS Values are vital to positive outcomes and a positive patient-family experience. The commitment to patient- and -family centered care is at the core of our nursing professional practice model. Patient satisfaction surveys are collected by Press Ganey (PG) and reviewed by the HR/PACU Family-Centered Care (FCC) Committee.

### **Objectives of Project:**

- Increase staff knowledge of family-centered care
- Improve patient-family experience by maintaining overall Top Box score > 85% and increasing the Overall Nursing domain score and Nurses Concern for Comfort survey item
- Increase interdisciplinary staff recognition

**Process of Implementation:** The FCC committee implemented a staff nurse led format which meets bimonthly to provide education and review current PG scores and comments. Themes for improvement are identified and discussed with staff. The committee initiated focused education aimed at improving the Nurses Concern for Comfort survey item. "Comfort Conversations" were implemented to assess the family's level of comfort with their child's pain, readiness for discharge, and to ensure all questions and concerns have been addressed prior to discharge. The FCC Committee also implemented a process of staff recognition for interdisciplinary team members identified in positive comments.

**Statement of Successful Practice:** Throughout this project Overall Top Box scores have been maintained at > 85% and the Overall Nursing domain score has achieved a 10% increase. Implementation of focused education and "Comfort Conversations" has resulted in a 14% increase in the Nurses Concern for Comfort survey item.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Family-centered care leads to positive outcomes, improved patient-family experience, and increased satisfaction among the healthcare team. Staff led education along with regular review of PG scores and comments instills a culture of collaboration and innovation, improves staff engagement and satisfaction, and provides valuable insight into patient-family experiences and perceptions. Sharing positive comments is an effective tool for motivation and recognition of interdisciplinary team members.