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

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Background

• Family-centered care encourages a partnership between health care staff and the family to achieve a common goal of working together to best meet the needs of the child.

• Family-centered care is vital to positive outcomes.

• Patient satisfaction surveys are collected by Press Ganey and reviewed by the unit Family-Centered Care Committee.

Objectives

✓ Increase staff knowledge of family-centered care
✓ Maintain overall Top Box score >85%
✓ Increase Overall Nursing domain and Nurses Concern for Comfort Press Ganey survey item
✓ Increase interdisciplinary staff recognition

Implementation

1. Implemented a staff nurse led committee
2. Focused staff education, including High Points and Kudos
3. Comfort Conversations
   • Do you think your child is in pain?
   • Do you think your child is comfortable and ready to go home?
   • Do you feel comfortable taking your child home?
   • Do you have any questions before going home?
4. Interdisciplinary team recognition

Results

> 85% Top Box Score maintained throughout project

10% increase in Overall Nursing

14% increase in Nurses Concern for Comfort

Increase in interdisciplinary team recognition

Conclusions

• 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 Press Ganey scores and comments:
  ✓ instills a culture of collaboration and innovation
  ✓ improves staff engagement and satisfaction
  ✓ provides valuable insight into patient-family experiences and perceptions.

• Sharing positive comments is an effective tool for motivation and recognition of interdisciplinary team members.