



# Beaumont Health Patient and Family-Centered Care (PFCC) Dashboard

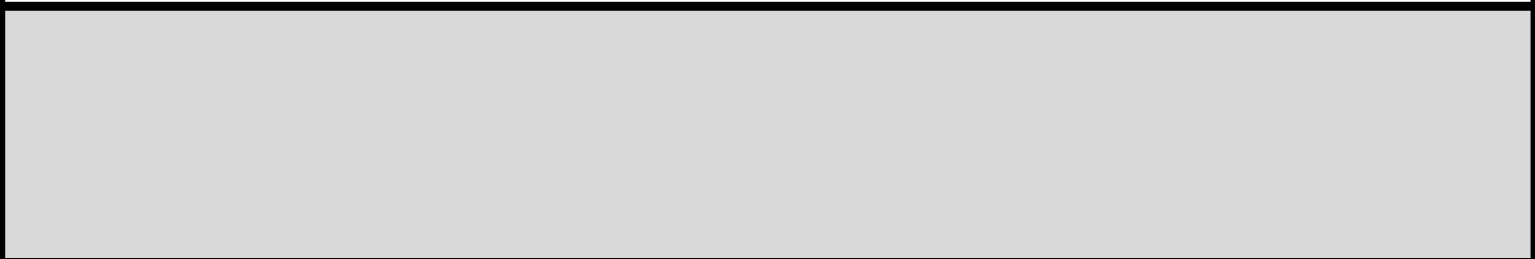
## X Performance Improvement Projects Utilizing PFAs (Oct 2017 - Dec 2017)



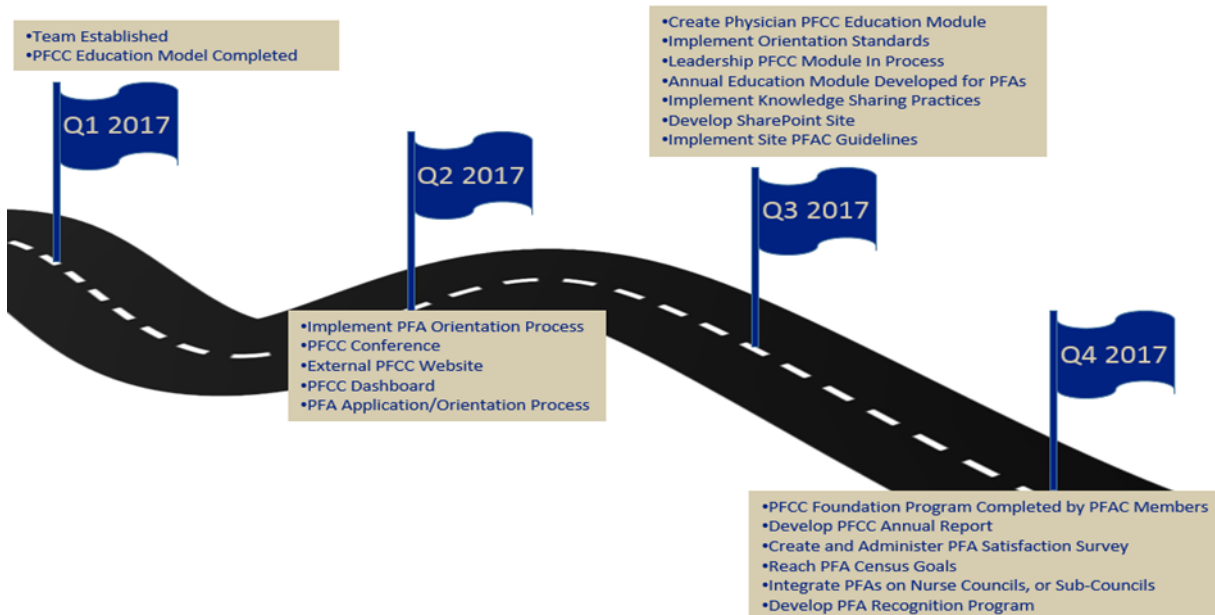
## Summary of Projects with Patient Family Advisory Collaboration (Oct 2017 - Dec 2017)



## Future Initiatives



## 2017 Patient and Family-Centered Care Roadmap



# PATIENT AND FAMILY CENTERED CARE DASHBOARD

## SYSTEM VIEW (Q1 2018)



# Beaumont

## PATIENT AND FAMILY ADVISOR INTEGRATION

PFA's YTD:	eADVISORS YTD:	STANDING COMMITTEES:	PFACs YTD:	VOLUNTEER HOURS BY PFAs:	PFA SPEAKING ENGAGEMENTS:

## EDUCATION

NUMBER OF ...	Q1:	YTD:
EXTERNAL PUBLICATIONS ABOUT PFCC:	<u>0</u>	<u>0</u>
EXTERNAL CONFERENCE PFCC PRESENTATIONS:	<u>0</u>	<u>0</u>
EXTERNAL CONFERENCE PFCC POSTERS:	<u>0</u>	<u>0</u>
EXTERNAL NATIONAL WEBINARS PFCC STAFF / PFAs PRESENTED:	<u>0</u>	<u>0</u>
EXTERNAL CONSULTATIONS BY PFCC STAFF:	<u>0</u>	<u>0</u>
INTERNAL EDUCATIONAL PFCC IN-SERVICES:	<u>0</u>	<u>0</u>
INTERNAL PFCC BASED POSTERS:	<u>0</u>	<u>0</u>

## RESEARCH/QUALITY PARTNERSHIPS

NUMBER OF ...	Q1:	YTD:
QI PROJECTS/KAIZENS	<u>0</u>	<u>0</u>
SURVEYS COMPLETED BY PFAs:	<u>0</u>	<u>0</u>
PROJECTS IN COLLABORATION WITH PFAs:	<u>0</u>	<u>0</u>
PFCC RESEARCH (In-process or complete):	<u>0</u>	<u>0</u>

## HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS)

Top Box Scores (% of always/strongly agree responses) for Beaumont Health (Discharges Jan 2018 – Mar 2018)



# PATIENT AND FAMILY CENTERED CARE DASHBOARD

Beaumont – Taylor (Q1 2018)



# Beaumont

## PATIENT AND FAMILY ADVISOR INTEGRATION

PFA's YTD:	eADVISORS YTD:	STANDING COMMITTEES:	PFACs YTD:	VOLUNTEER HOURS BY PFAs:	PFAs SPEAKING AT SITE NEO:

### EDUCATION

#### NUMBER OF...

RESIDENT PROJECTS THAT INCLUDED PFA: 0

EDUCATIONAL IN-SERVICES PERFORMED BY PFCC STAFF OR PFAs: 0

**AND THIS IS JUST THE BEGINNING**



### BE THE BEST AT GETTING BETTER...

#### IMPROVEMENT PROJECT PARTNERSHIPS

0 QUALITY IMPROVEMENT PROJECTS, INCLUDING KAIZENS

0 PROJECTS IN COLLABORATION WITH PFAs

#### SITE INITIATIVES/GOALS:

1. Expand PFCC education and skill training
2. Engage patients, families and PFAs as partners
3. Establish a PFAC

#### STATUS:





## PATIENT AND FAMILY ADVISOR INTEGRATION

PFAs YTD:	eADVISORS YTD:	STANDING COMMITTEES:	PFACs YTD:	VOLUNTEER HOURS BY PFAs:	QI PROJECTS/KAIZENS:

## EDUCATION & RESEARCH/QUALITY PARTNERSHIPS

NUMBER OF EXTERNAL...	Q1:	YTD:
PUBLICATIONS ABOUT PFCC:	0	0
CONFERENCE PFCC PRESENTATIONS:	0	0
CONFERENCE PFCC POSTERS:	0	0
NATIONAL WEBINARS PFCC STAFF / PFAs PRESENTED:	0	0
CONSULTATIONS BY PFCC STAFF:	0	0
PFCC RESEARCH (In-process or complete):	0	0



## HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS)

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