



INSTITUTE FOR PATIENT- AND
FAMILY-CENTERED CARE

www.ipfcc.org

Partnering with Minority Patients and Families on Health Care During COVID-19

Bev Johnson, IPFCC President and CEO
“Practically Speaking” Webinar Series
New York State Health Foundation
July 29, 2020



IPFCC Webinar



March 24, 2020



Bev Johnson, BSN, FAAN
President and CEO



Mary Minniti, CPHQ
Senior Policy and
Program Specialist

**Patient- and Family-Centered Strategies
in the Time of COVID-19**

March 2020

www.ipfcc.org/bestpractices/covid-19/index.html



INSTITUTE FOR PATIENT- AND
FAMILY-CENTERED CARE

PFCC.Connect

Bi-weekly Informal Conversation on COVID-19

<https://pfcc.connect.ipfcc.org/home>



FAQs about COVID-19 and Patient- and Family-Centered Practice



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE®

COVID-19 AND PATIENT AND FAMILY-CENTERED CARE
FREQUENTLY ASKED QUESTIONS

IPFCC has received many questions about how to provide care that is patient- and family-centered in the midst of the COVID-19 pandemic.

This includes questions about how to:

- Communicate with patients and families about changes to family presence policies
- Maintain connections between patients and their loved ones under circumstances where family presence is restricted
- Engage and continue to partner with patient and family advisors

As health care organizations face rapidly-changing circumstances, the core concepts of patient- and family-centered care (PFCC) can help inform decision-making, practices, and policies. Founded on mutually beneficial partnerships with patients and families, PFCC is care that is both safe and respects the values and preferences of the individual patient and his/her family. The core concepts of PFCC are:

- Respect and dignity for all;
- Sharing useful and unbiased information in affirming ways;
- Encouraging patients and families to participate in care, care planning, and decision-making; and
- Collaborating with patients and families in the development of policies, practices, and programs.

← Communicating with Patients and Families About Changes to Family Presence Policies

In working to create safe environments for staff, patients, and families, many health care organizations have revised their family presence and visitation policies. Common revisions include limitations on the numbers and types of visitors.

Taking steps to prevent the transmission of the COVID-19 virus is of utmost importance. It also is important to acknowledge that family members are stewards of patient safety and integral to the healing

"While we are charged with protecting our patients, families, and providers, I beg all of us to remember that our patients have family and friends. They are not visitors. They are allies for safe and quality care. They are connections to their community. They provide a link to reality and offer emotional support."

Terry Griffin
Neonatal Nurse Practitioner
IPFCC Faculty

6917 Arlington Road, Suite 309 • Bethesda, MD 20814 • Phone: 301-652-0281 • www.ipfcc.org • Email: institute@ipfcc.org

Responding to questions from the field:

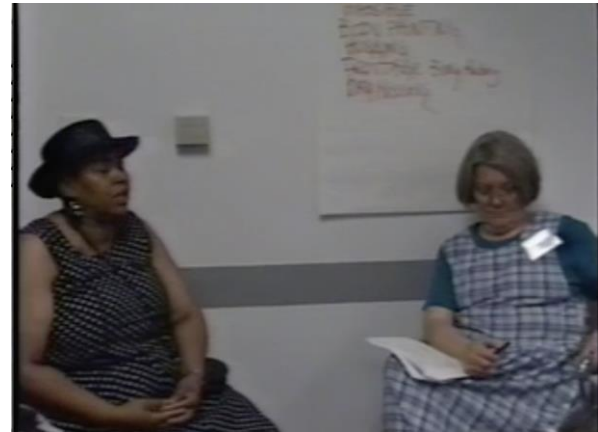
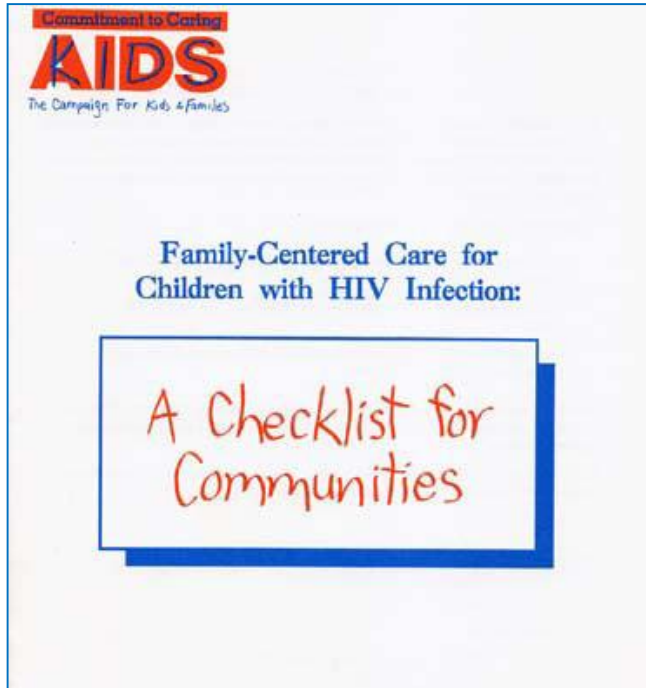
- ◆ Engaging Patient and Family Advisors in Response to COVID-19
- ◆ Communicating with Patients and Families About Changes to Family Presence Policies
- ◆ Maintaining Connections Between Patients and Their Loved Ones
- ◆ Supporting Patients, Families, Clinicians, Staff, Learners, and Leaders During COVID-19

www.ipfcc.org/bestpractices//covid-19/IPFCC_PFCC_and_COVID.pdf



Partnering with Advisors from Black and Brown Communities is not a New Concept in New York

1988

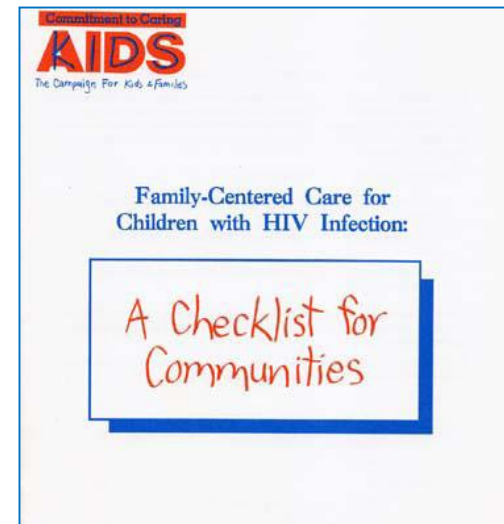


Collaborating with women infected or affected by HIV/AIDS and their families to build the systems of care and participate in the education of clinicians—essential to building supportive systems of care.



Collaborating with women infected or affected by HIV/AIDS and their families to make recommendations about the AZT clinical trials in pregnant women.

These women brought essential perspectives for planning some of this research.



1990's



Collaborating with families as essential partners in planning the design and creating the organizational culture of the new hospital.



1990's



A mother of a child with Sickle Cell Disease was the inspiration for the planning of the Family Learning Place



Why were these partnerships successful?

- ◆ Leaders at every level supporting, modeling, and celebrating partnerships with patients and families.
- ◆ Intentional planning to involve the diversity of advisors reflective of the communities served.
- ◆ Investment in patient and family advisors to prepare them for effective and meaningful roles.





UR
MEDICINE

GOLISANO
CHILDREN'S HOSPITAL

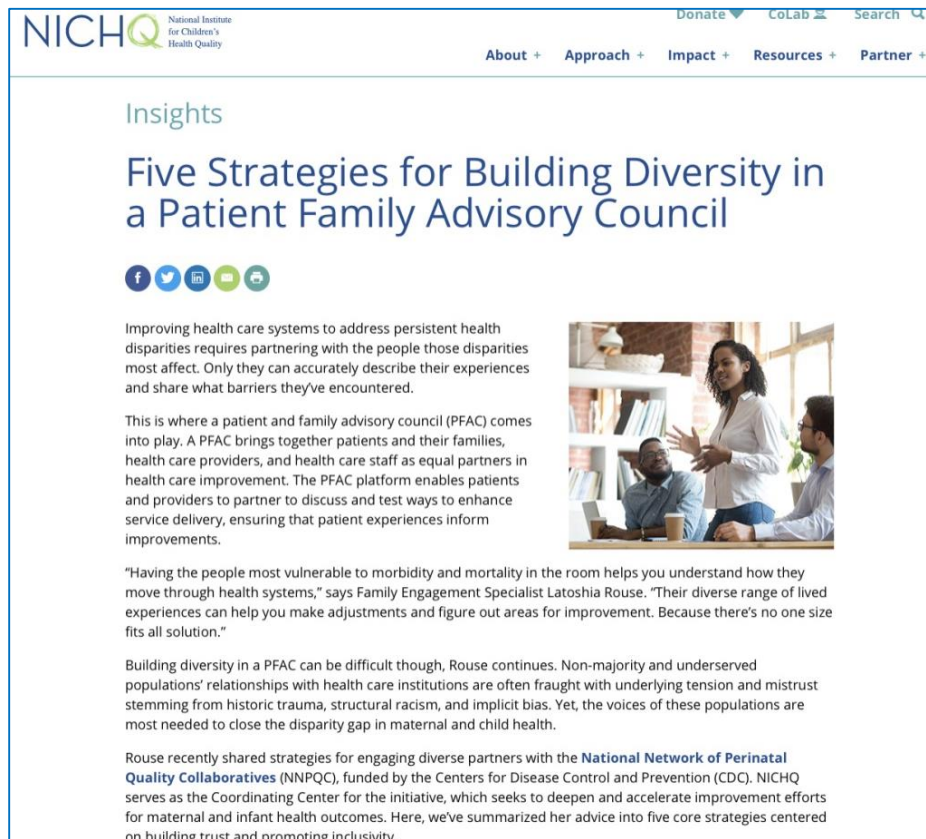
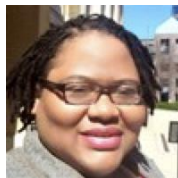
Pediatric Behavioral Health and Wellness

- ◆ Pediatric Behavioral Health and Wellness Outpatient Services is convening a series of Community Conversations related to COVID-19.
- ◆ Family Advisory Board, created 10 years ago and includes parents and youth as members, advises on these conversations.
- ◆ A new Family Advisory Group created recently to advise specifically on the development of additional COVID-19 Community Conversations through a local grant. Intentionally recruited for the diversity of families.



- ◆ Develop a comprehensive recruitment strategy.
- ◆ Prioritize family partner meeting attendance.
- ◆ Support inclusion and belonging.
- ◆ Engage interpreters.
- ◆ Share an impact report.

By: LaToshia Rouse



The screenshot shows the NICHQ website header with navigation links: About +, Approach +, Impact +, Resources +, Partner +. The main content area features the title "Five Strategies for Building Diversity in a Patient Family Advisory Council" under the "Insights" category. Below the title are social media icons for Facebook, Twitter, LinkedIn, YouTube, and Instagram. The article text discusses the importance of partnering with diverse patients to improve health care systems. A photograph on the right shows a woman in a white lab coat talking to a man and a woman seated at a table. The text includes a quote from Family Engagement Specialist Latoshia Rouse and mentions the National Network of Perinatal Quality Collaboratives (NNPQC).

www.nichq.org/insight/five-strategies-building-diversity-patient-family-advisory-council



Greater Diversity Among Patient and Family Partners and Leaders Needed



Diverse Voices Matter: Improving Diversity in Patient and Family Advisory Councils developed for IPFCC by a Kendra Jones, a doctoral nursing student. www.ipfcc.org/resources/Diverse-Voices-Matter.pdf

Virtual Meetings



Early findings are revealing that attendance and participation have increased. With planning, there is potential to increase the diversity of patient and family partners participating.



Best Practices for Effective Partnerships

- ◆ Designate an individual on your team to be the liaison with patient/family advisors
- ◆ Have a variety of ways that patient/family advisors are involved.
 - ◆ Serving on teams for Covid-19 planning, implementation, and evaluation.
 - ◆ Arranging for Emergency Operations Committee key staff to meet regularly with the Patient and Family Advisory Council.
 - ◆ Serving on planning for family presence and participation changes, communication about changes, and additional support for patients and families.
 - ◆ Planning for citizen re-integration programs.
 - ◆ Participating on the teams developing telehealth clinical services.
 - ◆ Working with communications/marketing on content for the website and other communications with the communities served.



Best Practices for Effective Partnerships (cont'd)

- ◆ Partner with Diversity, Equity, and Inclusion Officer(s) in your organization.
- ◆ Develop a recruitment and selection process to intentionally identify individuals from diverse communities who can share their experiences and perspectives in ways that others can learn from them.
- ◆ Orient, prepare, and support patient/family advisors for being effective partners.
- ◆ Identify and address barriers to participation.
- ◆ Communicate the impact of this collaboration.





Supporting PFCC Practices and Strategies in the Time of COVID-19

- ◆ Help identify best practices and issues that need to be addressed through partnerships with patients, families, and communities.
- ◆ Join us for a series of **free**, monthly webinars and PFCC.Connect online conversations — the next events will be August 10 and September 15 at noon ET through March 2021. For further information and to share ideas: Mary Minniti, Project Director mminniti@ipfcc.org.





Thank you for being inspiring teachers
for me and many others over the years



PROVIDENCE
Medical Group

Your care
Your voice
Your team

Your Providence Patient-Centered Medical Home

institute@ipfcc.org

