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Examining the relationship between high-performing person and family engagement (PFE) hospitals and quality and safety performance

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Statement of the Problem: Implementation of PFE in the health care setting has shifted the paradigm away from the exclusive reliance upon process improvements singularly involving clinicians driving clinical outcomes to a more holistic approach designed to achieve healthcare safety and quality through the fostering of partnerships with patients, families and caregivers. However, the lack of consensus continues in understanding the evidence of effective ways to increase adoption of person and family engagement (PFE) practices in relationship to achievement of improved outcomes. This study scientifically examines the relationship between PFE and the clinical outcomes of readmissions and falls.

Methodology: A mixed methods study was utilized including survey data collection, in-person structured interviews and observation of top performers. A qualitative analysis was conducted in the interviews to identify differentiating factors contributing to high performing organizations and statistical analysis was completed to determine the correlation between outcomes and the strength and depth of PFE activities within an organization.

Findings: The strength of this study demonstrates a correlation between PFE being fully implemented and the evidence of improvements in clinical quality outcomes and the specific activities and processes mostly found to impact these improvements.

Conclusion & Significance: The study findings conclude a compelling story to accelerate PFE across health care delivery. The evidences provided by both quantitative and qualitative research present the framework, processes and activities provide a compelling case for expansion of PFE as a means to drive quality improvement.