

Organizational Design and Governance

by Capella Healthcare



WHAT'S COVERED

In this lesson, you will learn about strategies related to the second level of engagement, organizational design and governance. Specifically, this lesson will cover:

1. Patient Experience
2. Patient Satisfaction
3. Patient and Family Advisors
4. Patient Family Advisory Council (PFAC)

1. Patient Experience

Collecting information on patient experience and outcomes of care may be a good starting point for engaging patients on an organizational level. Patient experience is defined as the interaction patients have with the healthcare system. This includes every aspect of healthcare, including the yield from health plans, the behavior of doctors and medical staff, various healthcare facilities, and physical tests. Delivering quality care is the most important part of the patient experience. Ensuring a good patient experience means meeting the patient's expectations in times of need. Surveys, online feedback, and focus groups are frequently used to gain insight into the needs, preferences, and values that are necessary to improve quality of care.

2. Patient Satisfaction

Patient satisfaction is linked to patient experience; in fact, the two can be considered co-dependent. Patient satisfaction is a fulfillment of patient expectations of the healthcare they receive. Different patients will have different levels of satisfaction for the same quality of healthcare because they have different kinds of expectations. It is difficult to look at patient satisfaction as an official measure for improvement. This is because patient satisfaction depends on factors as minor as the layout of a room or how well nurses instructed them on their medications. However, the importance of patient satisfaction cannot be overlooked. It is tied to reimbursement for healthcare organizations and is weighted heavily with value-based purchasing. Patient satisfaction survey data is being used more widely. Mandates from CMS, The National Committee for Quality Assurance, and other payers link patient satisfaction survey data to improved performance and outcomes. Hospitals are required by CMS to assess patient satisfaction as a condition of participation, and results are publicly displayed on Hospital Compare.

3. Patient and Family Advisors

“When advisors and health care professionals are guided by mutual respect and a thirst to understand each other’s perspective, priorities, and hopes, true collaboration begins. The gift...is a profound sense of true engagement for positive change.”

Juliette Schlucter (Excerpted from Words of Advice: A Guide for Patient, Resident, and Family Advisors)

Patient and family advisors want to improve the quality of care for all patients and family members. They give feedback to the hospital based on their experience as a patient or family member. Patients and family members serve as advisors in many healthcare systems by providing insight and perspective on committees such as patient safety, facility design, quality improvement, patient and family education, ethics, and research. They actively participate on the committee and can present agenda items for committee consideration. They form a meaningful partnership that improves quality and safety. Some organizations, such as Dana Farber, have patients involved in every committee within the organization.

Here are other potential roles:

- Members of patient and family advisory councils
- Members of task forces or work groups
- Members of quality improvement teams
- Members of interdisciplinary committees such as those for patient experience, patient safety, and ethics
- Reviewers and co-authors of written and online patient and family educational and informational materials
- Peer educators, coaches, or mentors for other patients and families
- Faculty for preservice, new employee orientation, and in-service sessions for health care professionals, students, and trainees
- Members of teams involved in facility design, renovation, and wayfinding improvements
- Members of hiring committees for new leaders and key staff
- Members of boards of trustees
- Partners in health care research and dissemination efforts
- Participants at conferences and working meetings
- Ambassadors and speakers at community events such as health fairs

4. Patient Family Advisory Council (PFAC)

PFAC members bring their experiences in partnering with healthcare professionals to a forum where they can share their ideas and unique perspectives with the healthcare team. A PFAC consists of patients and family members who have received care at an organization, along with administrators, clinicians, and staff. The forum provides an opportunity for the following:

- to listen and learn from the patient family perspective
- to promote a culture of patient- and family-centered care (PFCC)
- to guide implementation of PFCC through collaboration and policies

- to enhance the delivery of safe, high-quality care

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Support

If you are struggling with a concept or terminology in the course, you may contact **RiskManagementSupport@capella.edu** for assistance.

If you are having technical issues, please contact **learningcoach@sophia.org**.