Patient/Family Advisor Orientation

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What is a Patient/Family Advisor?

The Institute for Family-Centered Care defines Advisor as:

An advisor is any role or activity that enables families to have direct input and influence on policies, programs, and practices affecting care and services for patients and families.
Advisory roles can be:

- Formal / Informal
- Spontaneous / Planned
- Short-term / Long-term
- Paid / Volunteer
Patient- and Family-Centered Principles

- People are treated with **respect and dignity**.
- Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.
- Individuals and families build on their strengths through **participation** in experiences that enhance control and independence.
- **Collaboration** among patients, families, and providers occurs in policy and program development and professional education, as well as in the delivery of care.
PFCC Definition:
An approach to healthcare delivery that emphasizes partnerships and collaboration between and among healthcare providers, patients and their families

It acknowledges:
- Vital role families play in ensuring health, social, emotional, and where appropriate, developmental support is essential part of care
- Need to empower patients and families in decision making
- Importance of respect for patients and their choices
- Involvement of patients in all aspects of planning, delivery, and evaluation of health services is key
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Bottom Line:
The patient’s experience of care is as important as the technical quality in obtaining best outcomes
Who We Are…

- Health Sciences University for the 34 unit University System of Georgia founded in 1828
- 5 Schools (Medicine, Allied Health, Nursing, Dentistry, Graduate Studies)
- Tertiary Academic Medical Center
  - 632 bed facility includes Adult and Children’s hospitals, Ambulatory Care Center, Radiation Therapy Center
  - 110 specialty clinics – Georgia and South Carolina
- 22,217 Admissions
- 455,707 Ambulatory Care Visits
A World-Class Academic Medical Center

MCG Health System Legal Structure

University System of Georgia
Board of Regents

Chancellor
University System of Georgia

President
MCG

MCG Health, Inc.
501-c-3 Cooperative Organization
Board of Directors

President/CEO
MCG Health, Inc.

Physician Practice Group (PPG)
501-c-3 type Cooperative Organization
Board of Directors

President/CEO
PPG

Tomorrow’s Medicine, Here Today.™
What Makes Academic Medical Centers Different?

- High Quality Patient Care
- Teaching
- Conducting Research
- Latest Technology
- Leading Specialists
Myths and Misconceptions

• The state’s indigent care hospital; only treats indigents; offers free care

• Has a closed medical staff

• You need a physician referral to be seen

• The quality of care, patient satisfaction isn’t good

• Physicians’ salaries are high
MISSION
- To optimize quality of care by strengthening partnerships between patients, families, and health care providers.

VISION
- To be a national leader in patient and family centered teaching, research and care.

VALUES
- Collaboration
- Empowerment
- Respect
- Flexibility
- Information Sharing
- Discovery and Learning
Tips for How To Be An Effective Patient or Family Advisor

- Partner with Staff
- Work with the team collaboratively
- Be respectful of history
- Be a team player
- Give input from your experiences.
- Be available
- Step out of your own experience

- Listen with empathy
- Be will to partner with other parents / patients / family members
- Be honest
- Be open minded
- Take responsibility for learning
- Educate other families and family members
Sharing Your Story: Tips for Patients and Families

• The way you present your story can have a long-term effect on the way people view you and others in similar circumstances.
• Plan ahead for what you will share and how you will share it. Your story is a precious resource, use it thoughtfully and wisely.
• Think carefully about the message you want your audience to remember. Focus on two or three main points and organize your thoughts.
• Speak from your heart – be authentic, respectful and constructive.
## Characteristics of a Successful Advisor

- Excellent communication skills
- Ability to use their personal experience constructively
- Ability to see beyond their own experience
- Non-judgmental
- Positive attitude
- Ability to work with other families
- Good listener and does not interrupt others
- Ability to wear ‘two’ hats – patient advisor and consumer
- Can see the big picture and move beyond one issue
- Wants to expand knowledge and skills
- Wants to participate in bringing about meaningful change
“For health care to truly improve health, the patient must become part of the system, not merely have input into the system.”

--Julianne M. Morath, RN, MS
WE WELCOME YOU as a MCG Health System Patient / Family Advisor