

Patient- and Family-Centered Care within the Johns Hopkins Hospital Department of Surgery

Dr. Deborah Baker, Director of Surgical Nursing
Dr. Martha Kennedy, ACNP
Sherri Jones, MSN, ADON
Jessica Havlicek, Fuld Scholar

1 Background

The mission of Johns Hopkins Hospital is to "...provide innovative, *patient-centered care* to prevent, diagnose and treat human illness." (JHMI, 2011). Patient- and Family-Centered Care is defined as "... an approach to the planning, delivery, and evaluation of health care that shapes policies, programs, facility design, and staff day-to-day interactions. It leads to better health *outcomes* and wiser allocation of resources, and greater patient and family satisfaction." (IPFCC, 2010). This definition emphasizes the importance of involving patients and family members not just in direct care decisions, but also in administrative processes, and indicates that patient involvement leads to safer, more efficient care. In order to assess how well the JHH Department of Surgery is meeting its goals in patient- and family-centered care, we conducted a climate assessment and created and administered a survey to assess staff attitudes related to patient- and family-centered care on the surgical units.

2 Methods

Using a Likert-type scale, we created the 6-item survey below to assess staff attitudes toward patient-centered care in the Department of Surgery.

1. I am aware of the Patient-Centered mission and goals of JHMI.
2. Patient and family members should be invited to participate in care discussions unless patients request not to have them involved.
3. There is a role for former patients, as trained JHMI volunteers on committees, to provide feedback to leadership about care processes.
4. It is realistic for inpatients to be provided with a daily schedule of tests, consultations and procedures.
5. Patient visiting hours should be customized for each unit.
6. Surgical patients should have an identified family member who may be present at all times.

This survey was administered to physicians, nursing staff, and support staff in April of 2013 via an online survey platform. A link to the survey was sent to staff via email. The survey was open for 10 days.

3 Results

Insert your text here. Change the font size to fit your text in the space.

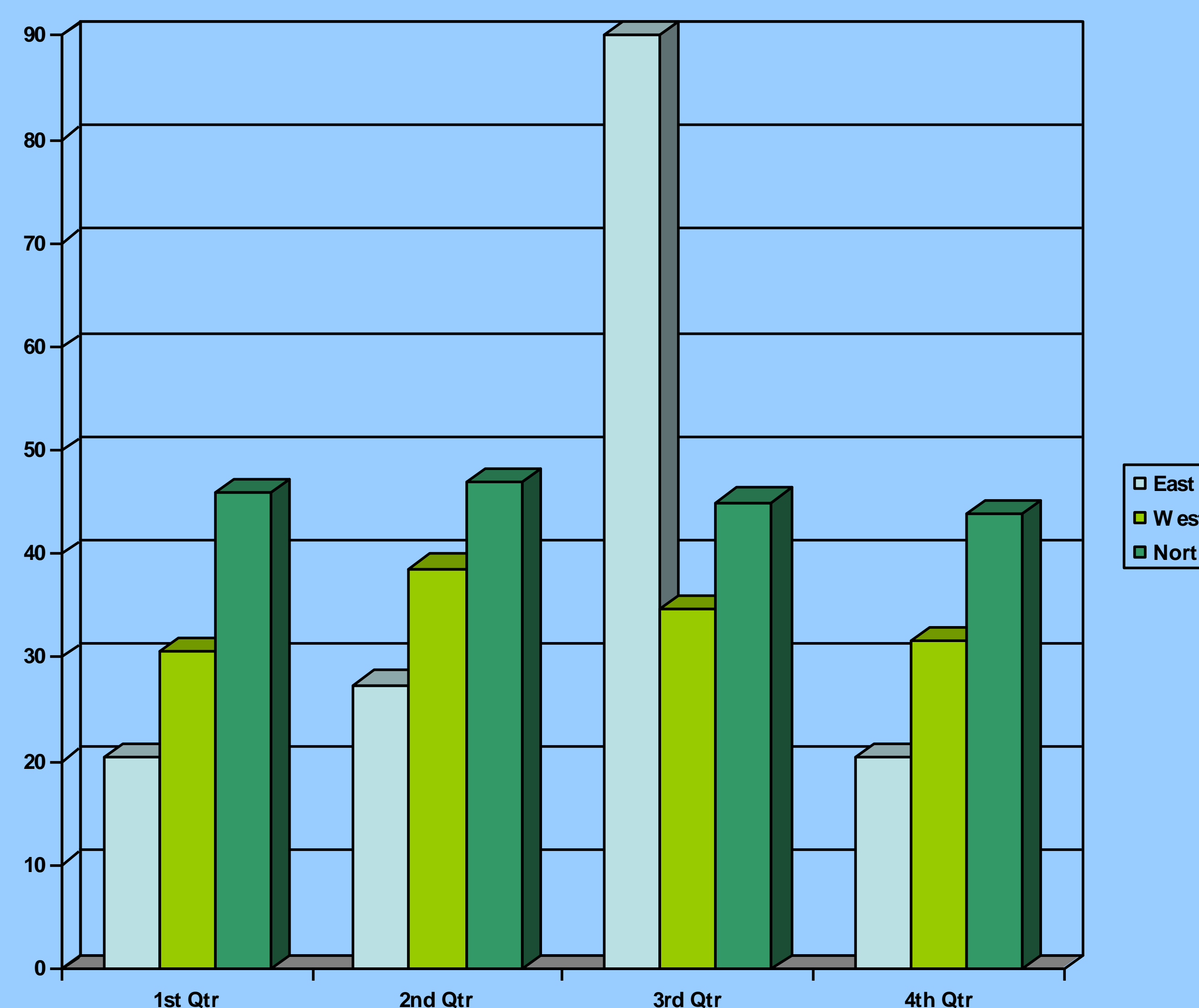
Remember, you can adjust the font size to fit your text. Insert your text here. Remember, you can adjust the font size to fit your text.

Insert your text here. Move the text and graphics boxes to fit your individual needs. Insert your text here. Remember, you can adjust the font size to fit your text.

Insert your text here. Change the font size to fit your text in the space. Remember, you can adjust the font size to fit your text. Insert your text here. Remember, you can adjust the font size to fit your text.

Change the font size to fit your text in the space. Move the text and graphics boxes to fit your individual needs. Insert your text here. Remember, you can adjust the font size to fit your text.

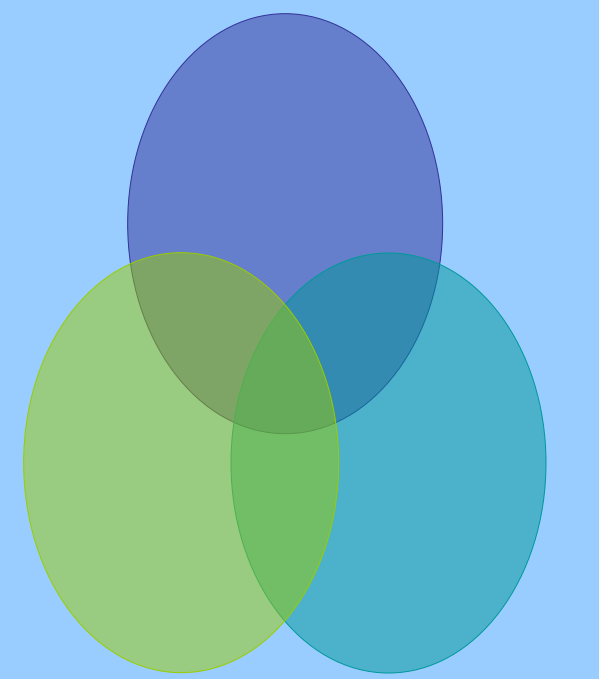
Remember, you can adjust the font size to fit your text. Insert your text here. Remember, you can adjust the font size to fit your text.



4 Conclusions

Insert your conclusion here

- One
- Two
- Three
- Four



Talk a little more about your conclusions here. More information to follow this. And finally one last point to make your poster complete.

Remember, you can adjust the font size to fit your text. Insert your text here. Remember, you can adjust the font size to fit your text. Insert your text here. Move the text and graphics boxes to fit your individual needs. Insert your text here.

5 Future Directions

- Involvement of a trained patient or family representative on executive safety rounds within the Department of Surgery
- Pre and post-test evaluation of executive leadership attitudes toward patient and family involvement in executive safety rounds.

6 References

Insert your references here

1. Institute for Patient and Family-Centered Care. (2010, December 29). *What is patient and family-centered care?* Retrieved from <http://www.ipfcc.org/faq.html>
2. Johns Hopkins Medical Institutions. (2011). *The Johns Hopkins Hospital medical staff bylaws, rules and regulations.* Retrieved from <http://dcs.jhmi.edu/cvo/Bylaws.pdf>

Funding Source:
The Helene Fuld Leadership Program for the Advancement of Patient Care Quality and Safety