Enhancing Patient- and Family-Centered Care in a Health System

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On my honor, I pledge that I have neither given nor received any unauthorized assistance on this paper. Laura Catherine Sarver, April 8th, 2023.
Abstract

Background and Purpose: The literature details the value of patient- and family-centered care in supporting patient, family, and health professional partnerships and promoting positive health care outcomes, including safety, quality, and experience of care. Therefore, this project aimed to implement a patient- and family-centered care initiative encompassing education on patient- and family-centered care and patient and family advisor partnerships. This project evaluated the impact of education on improving stakeholder knowledge, confidence, and readiness in partnering with patient and family advisors. Methods: The project included a quality improvement design with the implementation of an educational module, pre-and post-education survey, and a group debrief for stakeholders participating in a quality, safety, and patient experience council. Results: The results of the project displayed an improvement in stakeholder knowledge and confidence. Additionally, the results of the project did not show an improvement in stakeholder readiness. Conclusions: Education may be a beneficial tool for supporting the partnership of patients and families in a health system by improving stakeholder knowledge and confidence. As readiness did not improve, additional resources for preparing for the partnership of patients and families may be valuable. Implications: This project may support the partnership of patients and families in the quality, safety, and experience council and may be a pilot for implementing patient- and family-centered care education in other councils within the health system.

Keywords: patient- and family-centered care, patient and family partnerships, quality of care, patient safety, experience of care