Spread the Science, NOT the Virus
Safety Series

March 16, 2021 | 4:00-5:00 pm ET
Jefferson College of Population Health
Patient & Family Engagement During the Era of COVID-19

Featuring

Becky Boyle, MS
Memorial Regional Hospital South

Caridad Hernandez, RN, BSN
Memorial Regional Hospital South

Anne Bidelman
Moffitt Cancer Center

Cassandra Vonnes DNP
Moffitt Cancer Center

Presented by

Florida Hospital Association

Moderated by

Kim Streit, FACHE
Florida Hospital Association
Memorial Healthcare System’s Patient and Family Engagement Response During COVID Pandemic
Memorial Healthcare System
Memorial Healthcare System

- Approximately 1900 beds system-wide
- Medical Staff consists of ~3,000 Physicians and Allied Staff
- 14,000 plus employee workforce
Memorial Healthcare System

• Our Mission
  – Heal the body, mind and spirit of those we touch.

• Our Vision
  – To be a premier clinically integrated delivery system providing access to exceptional, patient- and family-centered care, medical education, research and innovation for the benefit of the community we serve.
Memorial Experience
Patient Family-Centered Care

• Philosophy
  – Mutually beneficial partnerships

• Focus
  – Partners on the healthcare team
  – Meeting needs
  – Collaboration
Patient and Family Engagement Response During COVID Pandemic

• Acute Care & Rehab (IRF)

• Three components
  1. In person (the touch, the feel)
  2. Communication
  3. Face-to-Face
Patient and Family Engagement Response
During COVID Pandemic
Acute Care

• In Person Visitation
  – Pediatric World
    • One adult
  – Adult World
    • Special circumstances
    • Emergency Rooms
Patient and Family Engagement Response During COVID Pandemic
Acute Care

• Communication
  – Calls from bedside nurse/nursing leadership to patient’s family regularly giving updates.
  – Hardwired the question, “Would you like someone to be part of this conversation?” prior to starting a conversation about care.
Patient and Family Engagement Response During COVID Pandemic
Acute Care

• Face-to-Face
  – Technology
    • Web ex
    • FaceTime
  – Scheduled vs. impromptu
  – Encouraged patient phone use
Patient and Family Engagement Response During COVID Pandemic Rehab (IRF)

• In Person Visitation
  – Overnight Caregiver Program
  – Caregiver Training Program
Patient and Family Engagement Response During COVID Pandemic
Rehab (IRF)

• Communication
  – Calls from the Treatment Team to patient’s family
    • Admission
    • Regular Intervals
    • Weekly Team Conference
Patient and Family Engagement Response During COVID Pandemic Rehab (IRF)

• Face-to-Face
  – Technology
    • Web ex
    • FaceTime
  – Scheduled vs. impromptu
  – Encouraged patient phone use
  – Solarium Visits
  – Family Drive By Program
Sustaining Patient Connections During COVID

Anne Bidelman, Manager, Patient Advisory
Cassandra Vonnes DNP, GNP-BC, APRN, AOCNP, CPHQ, FAHA

MOFFITT CANCER CENTER
Objectives

- Provide an Overview of Moffitt Cancer Center
- Share Our Patients First Culture
- Explore what makes our PFAP Effective
- Describe Barriers and How We Overcome Them
- Highlight Benefits, Results and Successes
History of Leadership & Innovation

- Established by the Florida Legislature in 1981.
- Named after H. Lee Moffitt, former Speaker of the Florida House.
- Opened in 1986, quickly earning its NCI-designation through innovative, breakthrough research.
- Recognized by U.S. News as the leading cancer hospital in both Florida and the Southeast.
We began, and still operate today, with a singular mission.

To contribute to the prevention and cure of cancer.
Clinical Care in 2020

23K+
New Patients Seen in FY20

69K+
Total Patients Seen in FY20

9.5K+
Admissions in FY20

473K+
Outpatient Visits in FY20

11K+
Surgical Cases in FY20
Patient- and Family-Centered Care

- Treat the patient as an individual not a disease
PFAC Evolution

The Beginning
Creation of PFAC - 2005

Growth
Recruiting Advisors

Discovery
Peer Visitors
Social Work

Infinity
Partnerships
Transparent Commitment
Recruitment, Selection, Training and Support

• Characteristics of a potential advisors

• PARTNERS Newsletter for Patients and Families

• LCSW as Program Consultant interview Process

• Trained by LCSW: Two Hour Active Listening Training

• Monthly Meetings for Education, Processing and Support

• PFAP Guidebook
Helping Connect with Visitation Restrictions

March 2020

- Virtual Support Groups
- Virtual Patient and Family Orientation
- Inpatient Phone Calls
- Caregiver lounge
- Inpatient and Clinic Rounds
Caregiver Lounge

Rest and Relax Center for Caregivers

Thank you for helping keep our patients and team members safe.

Visit MoffittcancerCOVID-19 for the latest information.

Centro de descanso y relaxación para los cuidadores

Gracias por proteger a nuestros pacientes y empleados.

Lea las ultimas noticias en Moffitt.org/coronavirus.
Caregiver Virtual Support (CVS) Visits

The CVS team sets up Zoom video conferencing for loved ones to join both inpatient admissions and outpatient appointments.

This important initiative allows patients and caregivers to stay connected.

- 2349 CVS visits
- 23,420 Connections via phone
A few memorable connections...

• Connecting a patient with her husband who was serving in Afghanistan

• Connecting a patient with her children who live in Australia

• Connecting out-of-state family members and those unable to leave work to join their loved one

• Connecting eight different caregivers on a single call
Patient Experience Team

- Emailing COVID updates
- Patient Relations handling patient and family concerns.
- Facilitating fall risk patients transport to appointments.
- Providing tablets.
- Hosting Patient and Family Webinars.
The search for a cure still goes on...

*Patient Researcher Forum*


Exiled Patient Advisors Due to COVID-19
Vaccine Clinic, Covid Concerns and Expert Answers
Cancer doesn’t stop for COVID-
Treatment decisions still go on...
VIRTUAL TUMOR BOARDS

The Power of 4 Words: "What Matters to You?"
Goals of Care Discussions via ZOOM

• Including *What matters most* language around inpatient and outpatient visits.

• Connecting with more family members than before Covid.

• ALL family hear the same message from the provider.

• Facilitates real time discussions with family patient and care team.
Interprofessional Patient Advisor guided project to engage patient to participate in medication safety

Went to ZOOM meetings

Realized that digital education and resources would be required

Modification of NEW PATIENT information

Patient Partnerships

✔ Improve Quality and Safety in Cancer

✔ An ambulatory medication project initiative

Patient Partnerships

- Improve Quality and Safety in Cancer
- An ambulatory medication project initiative

Patient Partnerships

- Interprofessional Patient Advisor guided project to engage patient to participate in medication safety
- Went to ZOOM meetings
- Realized that digital education and resources would be required
- Modification of NEW PATIENT information
Clinical Pharmacists

- Reviewed medication lists with ALL home medications via ZOOM
- Deprescribed inappropriate medications
- Chemotherapy Education
- Connected with family that assist with medication administration
Bringing the best cancer care during the most challenging times
Questions?
Healthcare Quality and Safety

Healthcare Quality and Safety (HQS) is the study and prevention of adverse events, suboptimal care, ineffective treatments, inefficient processes and unnecessary clinical variation in health systems.

Complete a graduate certificate in 1 year or Master’s degree in 2 years

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January - June 2021 | 3rd Tuesdays at 4:00 pm ET

April 20
Colorado Combined Hospital Transfer Center

Save the Dates
May 18
June 15

Learn More & Register
Thank You!