

Patient Advisory Task Force A Strategic Initiative



March 10, 2014



Patient Advisory Task Force

• Vision

- To give patients a voice in driving sustainable changes that will enable us to be successful in improving our overall Patient Experience.

• Mission

- Cultivate a patient-centered culture by engaging patients in decision-making processes that improves their experience, quality of care and satisfaction

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PATF Goals

Create an environment where patients, families, care providers, and hospital staff work collaboratively as partners to Promote:

• Patient/Family – Centered Care

• Improve

- Quality of Care
- Continuity of Care
- Patient Experience
- Patient Satisfaction

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PATF Objectives

- Employ strategies to motivate patients to access and use service tools to manage their health: Core concepts of dignity and respect, information sharing, involvement and collaboration.
- Patient Education/Self Management – Assess their health behaviors and make choices to improve their health.
- Employ strategies to train and develop hospital staff in order to provide the best quality care to any and all patients. (Awareness, Education, Management, Action)

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WHY?

- To demonstrate our commitment to Patient and Family-Centered Care.
- We are accountable to our Mission and Vision
- When patients are engaged and involved in their care, they tend to be healthier, more compliant with physician instructions, and consume fewer healthcare resources over time.
- Because we CARE.

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Engagement Projects

1. Leadership Engagement

- Provide recommendations/suggestions to improve quality and safety
- Provide input on policies, procedures, and best practices that affect patient care

2. Employee Training and Development

- Patient/Family interaction and communication
- Service Expectations and "Always" Behaviors

3. "Patient Rally Day"

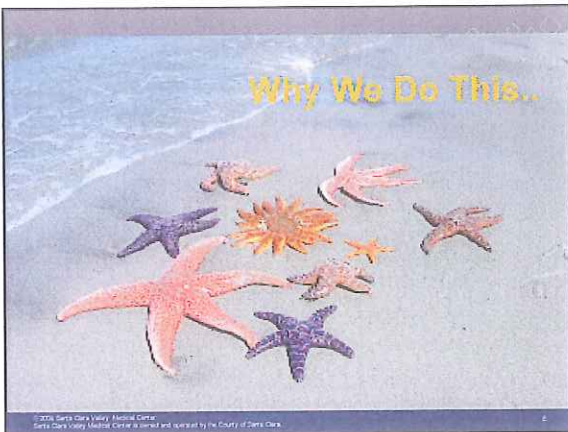
- Patient stories give us to wisdom and deep personal connection/understanding

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Engagement Project con't

4. Engaging Staff/Patients and Families at the Bedside

- Work with Patients and Families as Advisors
- Bedside Engagement - Working with Patients and Families: Communicating to Improve Quality
- Bedside Engagement – Nurse Bedside Shift Change/Report
- Bedside Engagement – Care Transitions from Hospital to Home: "The Ideal Discharge Plan"



Patient Advisory Task Force



The Customer Services Department at Santa Clara Valley Medical Center is creating a Patient Advisory Task Force. The Task Force will provide a way for patients and family members to work with Santa Clara Valley Medical Center (SCVMC) employees and leaders to improve services and systems.

Task Force members need to be available to attend regularly scheduled meetings and must be residents of Santa Clara County.

If you are interested and would like to participate in this important effort, please complete the following information. Once complete, this information can be:

Emailed to: customer.service@hhs.sccgov.org

Faxed to: 408-793-1825

Mailed to: 751 S. Bascom Ave, 1C018, San Jose, CA 95128

Once the Customer Services Department receives your form you will be contacted with further information. Thank you for your interest.

Name: _____

Email: _____

Phone: _____