

REPORTS TO:
DR. DANIELLE SCHEURER, CQO SYSTEM
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Patient- and Family- Centered Care (PFCC) occurs when patients, their families, doctors, nurses, and other healthcare professionals form a partnership that benefits everyone.

It means working *with* patients and families, rather than just doing *to* or *for* them.

Our goal is for MUSC care team members (CTMs), patients, and families to work together to ensure the best outcomes and enhance the quality and safety of care for MUSC Health patients.

PFCC EDUCATION FOR CTMS AND STUDENTS

14

Leader Sessions

66

CTM Sessions

13

Student Sessions

9

Nursing Sessions

STUDENT AND CTM FEEDBACK



“This was the most impactful presentation we’ve ever had.”

“I learned the smallest things make the biggest impact.”

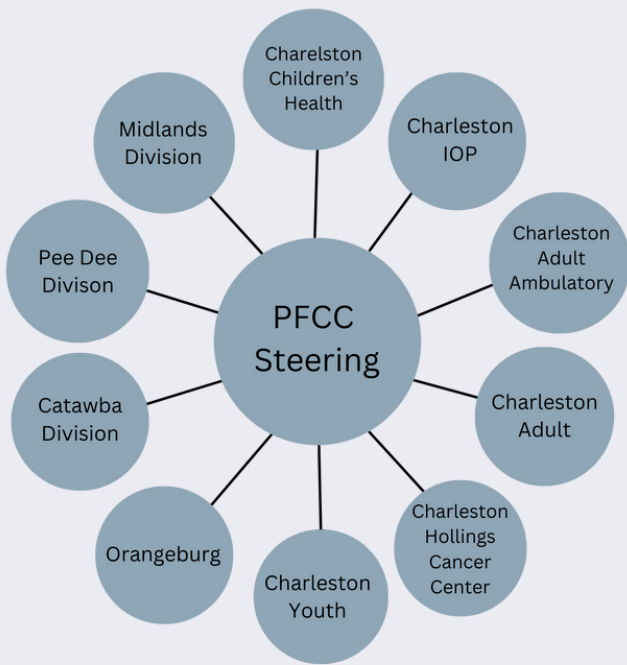
“I will remember this forever.”

“The message about how we can invite our patients and families into the process was powerful for me. I learned to speak *with* them and not just about them.”

“This will continue to shape the way I engage with the people I am fortunate enough to care for.”



PATIENT & FAMILY ADVISORY COUNCILS (PFACS):



A PFAC is a partnership that exists between MUSC CTMs and patients and families called Patient and Family Advisors (PFAs). PFACs meet monthly and collaborate to foster a culture of patient-and family-centered care.

There are **207 PFAC Members**, including CTMs and PFAs.

Year Highlights:

- **Orangeburg PFAC launched in September.**
- **PFA co-designed Fall Reduction and Infection Prevention flyers hung in all patient rooms.**
- **PFA-created Peri-op Communication Guidelines distributed to all Peri-op areas across the health system.**
- **Gwyn Hargrett and Rubin Beaufort (PFAs) were speakers for 2 LDI conferences.**



133 REQUESTS FOR PFA PARTNERSHIP

MUSC care team members invite PFAs to collaborate outside of PFAC meetings on documents including welcome brochures, patient education and policies. They also invite PFAs to provide insight through consultations on projects related to wayfinding, billing and technology integration.



- 49** ➤ **Document Reviews**
- 46** ➤ **Committee Invitations**
- 38** ➤ **Consultations**



SAMPLE OF REQUESTS FOR PARTNERSHIP

MOVING THE NEEDLE

Involving PFAs in our daily work reminds us to keep the patient/family perspective at the center of our efforts. Consistent partnerships over time have helped us transform the culture at MUSC Health. These document reviews, committee invites and consultations are evidence of a patient-and family-centered environment.