

Partners in Action – Advancing and Supporting PFE



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AHRQ Mission



“To produce evidence to make health care safer, higher quality, more accessible, equitable, and affordable, and to work within the U.S. Department of Health and Human Services and with other partners to make sure that the evidence is understood and used.”

Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients & Families



Project Goals

- Engage patients and families in ways that impact safety, not just quality
- Tools for practices who had not done much in this area
- Paired tools and lessons learned from hospital project
- Meaningful engagement
- Based on evidence

Key Project Deliverables

- Environmental Scan
- Four Case Studies of Exemplar Practices
- Four Interventions to Improve Safety by PFE
- Final Guide



Key Threats & Promising Interventions

Threats to Patient Safety

- Breakdowns in communication
- Medication management
- Diagnosis and treatment
- Fragmentation and environment of care

Interventions

- Shared Decisionmaking
- Patient and Family Advisory Councils (PFAC)
- Team-based Care
- Medication Management
- Family engagement in care
- Structured communication tools

Case Studies

- Open Notes
- Patient and Family Advisory Committees
- Team-Based Care
- Shared Decision making



<http://www.ahrq.gov/professionals/quality-patient-safety/patient-family-engagement/pfeprimarycare/casestudies.html>

Guide Interventions



Strategies Include

- Teach-Back
- Be Prepared to Be Engaged
- Medication Management
- Warm Handoff

Teach-Back – Resources Available



Now Available!
 Visit the AHRQ project website.

Be Prepared to Be Engaged - Resources

Coming later this year!



Next Steps

- Complete intervention development
- New interventions will be released every 2-3 months
- Testing of full guide in 12 Primary Care practices



Project Resources Available

- Project Website:

<http://www.ahrq.gov/professionals/quality-patient-safety/patient-family-engagement/pfeprimarycare/index.html>

What We've Heard



Susan Brown
Family Caregiver and TCPI National Faculty Member

Processing the Story

1. My Organization is _____
2. My role is _____
(PTN, SAN, QIN-QIO, HIIN, Clinician, Administrator, Patient or Caregiver, Advocate, Executive leader, Educator, Community Partner, Federal Partner, Contractor or Consultant, or others) – you can be more than one!
3. The message I heard about PFE advancing success in the APM environment (better care, lower cost, healthier communities) is _____

4. The biggest insight I have to share on the proposed TCPI metrics is

Acknowledgement and Commitment

5. [*For members of the TCPI Community*]: I am committed to advancing PFE aligned with proposed TCPI PFE metrics by taking the following action(s)

in the next 120 days.

6. [*For others*]: I am committed to advancing PFE that assists providers to succeed in the APM environment by taking the following action(s)

Thank You!