ETeam™
A New Patient Engagement Tool

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Current Roles

- President, Rainbow Babies and Children’s Hospital’s Family Advisory Council
- CMS’ Partnership for Patients Campaign’s Patient and Family Engagement Network
- Children’s Hospital Solutions’ for Patient Safety Family Engagement Task Force
- Ohio KePRO’s (QIO) Hospital Acquired Infection Learning and Action Network
- Ohio Patient Safety Institute Board
- Children’s Hospital Association’s Speak Now for Kids Advisory Board
- Institute of Medicine’s Patient and Family Network Leadership Council
What is Patient and Family Engagement?

A set of behaviors by patients, family members, and health professionals and a set of organizational policies and procedures that foster both the inclusion of patients and family members as active members of the health care team and collaborative partnerships with providers and provider organizations to improve quality and safety within a health care organization (AHRQ, 2013).
What is the ETeam™?

- A tool to engage patients and families
- Teaches behaviors for hospital success
- Teaches what to say and ask
- Training for all hospital staff
- Helps all staff to engage patients
What does the ETeam™ mean?

- **Engage** and empower me
- **Take** your time with me
- **Explain** things to me in words I understand
- **Appreciate** my situation
- **Meet** my needs™
The purpose of the ETeam™

• Builds a bridge of trust
• Enhances accountability of care
• Teaches patient responsibility, behavior, and communication
• Guides patient and family through hospitalization or procedures
• Teaches patient and family engagement
Components of the ETeam™

- Customized communication lists developed by Patient and Family Advisory Councils
- Staff training for utilization and patient education
- 8 week pilot performed at UH/CMC
- Surveys to analyze tool utilization
ETeam™ Implementation

- Planning
  - Review of ETeam content
  - Groups
    - Physicians
    - Nursing/Social Work
    - Literacy experts
- Finalization of tool content
ETeam™ Implementation

• Planning
  • One Pilot unit
    • Pediatrics
    • Adult Medical Surgical
    • Seidman Cancer Hospital

• Criteria
  • Commitment – nursing leadership
  • Physician engagement
  • Applicability to other units
ETeam™ Implementation

- Planning Committee
  - Pilot Units
    - Physicians
    - Nursing
    - Social work
  - Others
    - Quality
    - Educators
    - PFC members - each hospital
ETeam™ Implementation

• Planning Committee
  • Decision – how tool introduced
    • Allow for individualization
    • Which role to introduce?
    • Method – hand out/journal
    • Timeline – 2 months
ETeam™ Implementation

• Planning Committee
  • Education
    • Decentralized
    • Web based tool
    • History/rationale
    • Content
    • How introduced/utilized
ETeam™ Implementation

• Pre/post measurement
  • Pre
    • Clinician “Patient Centered Care” survey
    • Patient satisfaction – Communication & D/C Information
  • During pilot
    • Patient Family Council/member – Interview patients
    • Training of PFC members
  • Post pilot
    • Clinician – “Patient Centered Care”
    • Patient Satisfaction – Communication & D/C Information
Pre-Post ID Team Survey
Perceptions of Patient Centered Care
RN Responses

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
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<tbody>
<tr>
<td>Sample size</td>
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<tr>
<td>Introduction &amp; explain role</td>
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<tr>
<td>Daily sit down round</td>
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<tr>
<td>Listening &amp; understanding</td>
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<td>Patient right to ask direct questions</td>
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<td>Patient/family perspective → POC</td>
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<tr>
<td>Avoidance of medical jargon</td>
<td>3.5</td>
<td>3.41</td>
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</tbody>
</table>
Pre-Post ID Team Survey
Perceptions of Patient Centered Care
RN Responses

“I have seen patients really open up and get involved in their care more with ETeam.”

“ETeam has better formalized patient centered care.”
Patient Family Council Members
Interview Summary
Total Interview 46 Patients

- Provided the Tool 65%
- Tool explained 54%
- Use the tool 30%
Patient Family Council Members
Interview Summary
Total Interview 46 Patients

- Felt include in care - 76%
- Staff sensitive to hospital/illness - 76%
- Feel all needs being met - 76%
- Knowledge of diagnosis + plan of care - 70%
UH Rainbow Babies & Children's Hospital R5
Instructions for Child's Home Care

Percent Top Box

Instructions for Child's Home Care

Dec-13 Jan-14 Feb-14 Mar-14
ETeam™ Education of Outcomes

• Lessons learned
  • Physician engagement
  • Patient readiness
• Gap between
  • Clinician perception of patient centered behavior
  • Patient perception of clinician
• Halo effect of the “process”
ETeam™ Education of Outcomes

• Next steps
  • Standardize adult tool + “packaging”
  • Revision of clinician education
  • Expansion to next 3 pilots
  • Expansion to community hospital innovation unit
Lily’s Reminder