

ACHE CHAPTER PANEL DISCUSSION TEMPLATE

#IP48: In-Person Learning Environment

For ACHE In-Person Education Credits

Integrating the Principles of Patient-Centered Care

Length: 1.5 hours

Target Audience: C-Suite Executives, Clinical and Operational Leaders, Physicians and Nurses

Description: Patient-Centered Care is a way for healthcare organizations to achieve better quality and lower costs while meeting the needs of the varied populations they serve. This approach considers the patients' cultural traditions, their personal preferences and values, their family situations, and their lifestyles. It makes the patient and their loved ones an integral part of the care team who collaborate with healthcare professionals in making clinical decisions and ensures that transitions between providers, departments and health care settings are respectful, coordinated, and efficient. When care is patient centered, unneeded and unwanted services can be reduced. A truly patient-centered health care system may provide higher quality healthcare, improve patients' experiences, and increase efficiency.

Faculty: *Each session should feature a moderator plus two to three panelists.*

Moderator: The moderator should be a healthcare executive with considerable experience working at a successful patient-centered hospital or a dedicated unit within that hospital.

Panelists: Panelists should include other healthcare leaders such as COOs, physicians, nurses, patient care coordinators, service line managers or financial offices. A consultant with experience in PCC may also be considered.

Interactivity: *All sessions must feature a minimum of 10 minutes of dedicated audience Q&A time at the end of the session. Additional small-group breakouts or discussions are optional but encouraged.*

Presentation: *An optional presentation template has been included for use if the Chapter sees fit. If used, the presentation should include required slides as designated in the template, and no more than 3 additional content slides.*

Questions for Discussion:

- Describe your organization's approach to addressing patient needs and any programs you are implementing to increase satisfaction and outcomes.
- How do healthcare facilities measure quality of patient care? Are they measuring the right thing(s)?
- What regulatory issues address patient-centered care?
- Where does the staff get the training that they need and how much time/money are needed to implement a PCC program?
- What are the Joint Commission considerations in adopting patient-centered programs?
- What can healthcare executives do to promote effective communication, competence and alignment between departments, employees, and patients/families?
- Who are the experts and best practices in PCC and how have you translated their approaches to your organization?
- What might be some concerns of physicians and nurses if you move toward PCC? Are there others who may have concerns? What are they?
- Are there small steps we can take to move toward PCC without investing lots of resources?
- How will patient-centered care fit into the health reform movement?
- How does involving the patient and their family in the care process create efficiencies in your processes and workflow?
- What are some new technologies that can aid in increasing the quality of care and patient satisfaction?
- Where do you start? Are there some units that are more conducive to PCC? Are there others where success has been limited?
- How can we turn a PCC approach into a competitive advantage?

Materials for Distribution:

Birk, S. "Decoding the Healthcare Consumer". *Healthcare Executive* (May/June 2020).

Pelletier, M. "Data Speakers Volumes". *Healthcare Executive* (July/August 2021).

Utz, C. "Reducing Readmissions." *Healthcare Executive* (January/February 2023).

Additional Resources:

<https://catalyst.nejm.org/doi/full/10.1056/CAT.17.0559>

<https://www.cms.gov/priorities/innovation/key-concept/person-centered-care>