

Patient Briefs: Brief But Big Impact

A Chance to Discuss and Understand

Engage a Family Advisor in the QI team

Evidence shows that **partnering with patient/family advisors improves communication, care coordination, and overall hospital experience**, leading to better family-centered outcomes.¹

Hospital teams need to have a way to listen to and include families' voices in their quality improvement work.

¹Frosch DL et al., *Pediatr Qual Saf.* 2021;6(1):e390 — Family advisors as QI co-leaders improve communication, coordination, and experience.

Engage a Family Advisor in the QI team

Identify, engage, and onboard a family advisor in your QI team.

Patient advisors may assist by sharing insights from lived experiences, reviewing materials, enhancing trust and communication with patients, helping to align care strategies with patient needs, promoting shared decision-making, identifying care gaps from the patient's perspective, etc.

Note: A family advisor should **not** be a hospital employee working in OBGYN or NICU.

Family Engagement Champion

Badge for Hospitals Partnering with
Patient & Family Advisors in QI
Initiatives



Criteria for Earning the Patient/Family Advisor Engagement Badge

Recruitment and Onboarding:

- ☐ Designate hospital team member(s) as Family Advisor Sponsor and Liaison (primary contact) - can be the same person.
- ☐ Recruit a patient/family advisor from the community (not a hospital employee in OBGYN or NICU)
- ☐ Provide a clear role description outlining goals, expectations, and meeting format – tools available on the FPQC website
- ☐ Complete orientation, including QI initiative overview
- ☐ Share findings and patient advisor feedback to hospital leadership

Criteria for Earning the Patient/Family Advisor Engagement Badge

Family Advisor Engagement:

- ☐ Invite and support the Family Advisor to **join at least 3 meetings per year**
- ☐ Request the Family Advisor's **input on at least 2 patient-facing materials/resources per year**
- ☐ Create space for Family Advisor to **share insights from lived experience at least once** during the QI initiative (oral or written)
- ☐ Ensure the Family Advisor is **formally acknowledged for their contributions** (e.g. verbal acknowledgment, certificate, inclusion in reports, stipend)
- ☐ Maintain contact with designated liaison and provide quarterly updates on initiative progress (during meetings or via email)

End-of-Initiative Check-In: Complete a short survey with attestation to confirm Family Advisor collaboration to receive the Family Engagement Champion Badge

What is a Patient Brief?

- Diagnosis
- Lay-Language Explanation of Diagnosis
- Medications, Including Any Side Effects or Things to Avoid
- Mental Health Resources
- Future Pregnancy Discussion and Questions

What is a Patient Brief?

- Follow-Up Care, Specialists Recommended
 - Questions to Ask Doctors/Specialists
- When to Return to the ER
- Treatments Given at Each Level of Care and Doctors Seen
- What Could Be Expected in the Future

Best Practices

- “Commit to Sit”
- Try to Include the Support Person
- Make Sure Everyone is Ready/Able to Receive Info
- It’s Not a Failure if Information Must be Repeated
- Reiterate/Reinforce at Discharge (Written and Verbal)
- **Doctors and Nurses Both Present**

Questions

Mandi Gross
MandiLouGross@gmail.com
727-667-9360



Florida Perinatal
Quality Collaborative