

Partnering with Patients for Improved Outcomes

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Background of the Problem/Clinical Significance

The growing epidemic of chronic disease is bankrupting the US domestic economy.

- cost of managing chronic disease greater than \$1.5 trillion annually.
- A fraction of the US budget is spent on prevention and health promotion.

PICO Question

What strategies can successfully result in changing the way staff members deliver health care in an outpatient setting?

Review of Literature

Evidence shows that patients who are actively involved in their treatment receive overall better care.



Strategies

Team Effort

Every person of the healthcare team contributes in some way to the overall patient experience leaving positive and lasting impressions because each are empowered as caregivers to go above and beyond the basic job description to enhance the patient experience.

Patient-centered care is a **universal** responsibility within the healthcare facility.

Incorporating Cultural Competence

Healthcare providers must **understand and knowledge of** the meaning of culture; **appreciate** diversity; be **aware** of health disparities and discrimination that affects minority groups.

Shared-Decision Making

This collaborative process that allows patients and their providers to make health care decisions together, taking into account the best scientific evidence available, as well as the patient's values and preferences.

RESULTS

- Improved continuity of care.
- Improved access.
- Improved patient satisfaction scores.

Purpose of Changing Care Delivery

Focus on the importance of delivering efficient and comprehensive care through active communication and coordination of services with the patient and his Patient Aligned Care Team (PACT).

Implementation of PACT

- Patient Aligned Care Teams (PACT) were initiated in 2010 that included the patient, registered nurse, clerk and licensed practical nurse to use transformational integration for care coordination.
- The goal of PACT is to provide a patient-driven, team-based approach to care.



Patient -Centered Care

•Respects and responds to the each patient's preferences, needs and values.

•Ensures that clinical decisions incorporate patient's values.

•Addresses the patient's physical and mental health care needs, including prevention and wellness, acute care and chronic care.

Subcutaneous Infusion: An Effective Pain Control Choice

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