



HEALTH RESEARCH &
EDUCATIONAL TRUST
In Partnership with AHA

For more information contact:

Jennifer Schleman

AHA

202-638-5491

jschleman@aha.org

Katie Harris

HRET

312-422-2653

kharris@aha.org

NEWS RELEASE

New Survey Highlights Patient and Family Engagement Practices in U.S. Hospitals

CHICAGO – June 22, 2015 – Results from a first-ever survey of U.S. hospitals on their practices related to engaging patients and their family members as active partners of the health care team are published in the July issue of *BMJ Quality & Safety*. The article “Patient and Family Engagement: A Survey of U.S. Hospital Practices,” lead authored by the Health Research and Educational Trust (HRET), an affiliate of the American Hospital Association (AHA), was developed in collaboration with and through funding from The Gordon and Betty Moore Foundation. The survey finds a growing body of evidence that shows a more engaged patient experiences better health outcomes and lower use of health care services. Survey results show that hospitals are beginning to implement many recommended practices, with areas of progress remaining.

“This survey offers us a great glimpse into current practices around patient and family engagement and will provide the field guidance for their efforts to continually improve how they provide care to patients,” said co-author Maulik Joshi, HRET president and AHA associate executive vice president. “Hospitals and clinicians are still learning how best to incorporate patients and families into their care, and a survey such as this offers a unique body of research for our consideration. We are thankful for the support that The Gordon and Betty Moore Foundation provided to make this research possible.”

The national survey intended to examine the degree of use of a core set of recommended patient and family engagement practices and determine perceived barriers to adoption. It looked at key practices in three broad categories: 1) organizational practices; 2) bedside practices; and 3)

access to information and shared decision-making. The results showed differences in hospital implementation; approximately half of surveyed hospitals had fully adopted nine or fewer of 25 key strategies. Some key findings included:

- 86% of hospitals had a policy for unrestricted visitor access in at least some units;
- 68% encouraged patients/families to participate in shift-change reports;
- 67% had formal policies for disclosing and apologizing for errors;
- The most commonly reported barrier to adoption was competing organizational priorities.

“While the survey shows some progress has been made in advancing patient and family engagement in hospitals, it is clear that more work is required to ensure that all patients and families are actively and meaningfully engaged in their care and have an optimal experience,” said co-author Dominick Frosch, Ph.D. of the Gordon and Betty Moore Foundation.

With a response rate of 42 percent, 1,457 acute care hospitals completed the survey on patient and family engagement practices during 2013-2014. The questionnaire was developed through a review of the literature on patient and family engagement strategies and the input of an expert panel. To view the article, visit: <http://qualitysafety.bmj.com/cgi/content/full/bmjqs-2015-004006>. To view a copy of the survey, visit http://www.hret.org/quality/projects/moore_foundation_patient_family_engagement_survey.shtml.

###

Health Research & Educational Trust (HRET)

Founded in 1944, the Health Research & Educational Trust (HRET) is the not-for-profit research and education affiliate of the American Hospital Association (AHA). HRET’s mission is to transform health care through research and education. It focuses on identifying and exploring key issues affecting the health care delivery system. HRET’s applied research focuses on improving quality, eliminating disparities, improving care coordination, improving leadership and governance, conducting data analysis and supporting the spread of improvement. Through AHA’s Hospitals in Pursuit of Excellence (HPOE) strategy, HRET has helped hospital leaders to accelerate performance improvement by disseminating best practices, producing actionable reports and toolkits, conducting leadership development programs and implementing national improvement projects. For more information, visit www.hret.org.

Gordon and Betty Moore Foundation

The Gordon and Betty Moore Foundation believes in ideas that create enduring impact in the areas of environmental conservation, patient care and science. Intel co-founder Gordon and his wife Betty established the foundation to create positive change around the world and at home in the San Francisco Bay Area. Visit moore.org or follow on Twitter @moorefound.