

Beaumont®

Subject PATIENT/FAMILY/COMMUNITY INVOLVEMENT ON HOSPITAL COMMITTEES		No. 185	Page 1 of 3
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POLICY:

To provide a framework in which to involve patients/families and/or community members to support the mission, standards, operations and activities of Beaumont Health System.

DEFINITION:

Participants may be current or former patients, a family member of a patient, or representative of the diverse Beaumont community served, who are willing to actively participate and recommend positive solutions.

GENERAL:

1. Involvement of patients/families and/or community members within Beaumont enhances the ability to provide more patient-focused services with the overall goal of improving the quality of care.
2. At Beaumont, we develop patient and family-centered care programs with the guiding principle "The Patient is at the Center of All We Do". We value what our patient and family members have to say about their experiences(s) and want to hear their voice. We adhere to the core principles of Patient and Family Centered Care: respect and dignity, information sharing, participation and collaboration.
**Institute for Patient and Family Centered Care, <http://www.ipfcc.org/faq.html>*
3. We as an organization will ask and listen to our community respecting their experience, input, and ideas. We will build a strong relationship involving patients and family volunteers throughout the organization as advisors in hospital committees, facility design, and policy/procedure development.
4. Community member involvement within Beaumont provides opportunities to:
 - Speak as a voice for the Beaumont community
 - Help staff understand what it is like to be a patient or visitor
 - Identify ways to make Beaumont's care and environment more centered on the needs of the patient and their visitors
 - Build on our strengths and opportunities
 - Improve the delivery of services
 - Establish an environment where patients and family members become partners in their care with their health care team

PATIENT CARE – CORPORATE POLICIES

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DETAILED PROCEDURE:

1. Community members may be included in the following methods:
 - Quantitative patient surveys - questionnaires
 - Qualitative patient surveys – interviews, focus groups
 - Case studies, observational studies, patient stories
 - Councils and panels
 - Membership on committees
2. In determining the systems or processes where community member involvement would benefit, begin by selecting an area of service, where improvements may be needed.
3. **Identification of Potential Community Members**
 - a. Identify any relevant patient or community groups that represent people who use the system/process under review and involve them in determining the focus of the review.
 - b. Community member(s) may be recruited through organizations (support groups, Gift of Life, etc.), as a known patient or community member.
 - c. Involve community members willing and able to provide:
 - Personal experience with and/or knowledgeable about the specific subject of the committee
 - The perspective of the patient/community
 - Feedback from affiliations with a specific organization (i.e. Gift of Life)
 - d. Committee chairperson, as appropriate should meet with potential community member(s) and interview them in respect to the following, as appropriate:
 - Personal experience with a specific disease as a patient or supporter of a patient
 - Experience in patient advocacy
 - Ability to represent the interests of patients and families
 - Ability to communicate the perspective of patients
 - Ability to identify issues that are important to patients
 - Potential conflict of interest
 - For all selections, diversity in culture, race, background, age, gender, family makeup, socioeconomic and Beaumont experience will be taken into consideration
4. **Communication**
 - a. The following methods may be used to communicate with the community member(s):
 - Telephone
 - U.S. mail
 - Personal e-mail
 - Meeting participation

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DETAILED PROCEDURE: (Cont'd)

5. **Orientation:**

- a. Include the following:
 - Mission and values of Beaumont Health System
 - Review the function, structure and goal of the committee or forum
 - Review the role and responsibilities of the community member
 - Beaumont Confidentially Agreement (must be signed before participation and kept on file)
 - Review committed length of service
 - Provide limited tour of appropriate areas
 - Provide as appropriate: previous meeting minutes or other pertinent information
- b. Children under the age of 18 serving on hospital committees, include the following:
 - Parent/guardian approval of participation (must be signed and kept on file)
 - Photo/media release (must be signed and kept on file)
 - Expectation of involvement
 - Confidentiality agreement signed by parent and child
 - Code of Conduct (may be created by committee members)

6. **Annually**

- a. The chairperson of the committee should meet with the community member annually. Review continued membership of the community member to the committee.

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