



Implementing PFE Metrics



Metric 1: Admission Planning Checklist

Using a planning checklist, the hospital prepares the patient for scheduled admissions (e.g., elective surgery) and at admission reviews the checklist with the patient and/or family.



Metric 2: Discharge Planning Checklist

Using a discharge planning checklist, the hospital prepares patients and their families for a successful transition of care. The checklist is reviewed with the patient and/or family during the discharge process.



Metric 3: Shift Change Huddle + Bedside Reporting

Shift change huddles with clinical team members and/or clinician rounds occur at the bedside and involve the patient and/or family.



Metric 4: Accountable PFE Leader

An employee (or employees) has been designated as responsible for PFE activities at the hospital either in a full-time capacity or as a percentage of time within their current position. Hospital staff and clinicians should be able to identify the person(s) responsible for PFE at the hospital.

Examples of PFE activities include lead patient and family advisory council (PFAC), report PFAC feedback to the governing board, identify opportunities to incorporate PFE into quality improvement and patient safety opportunities, or respond to patient concerns and ideas using an established internal process.



Metric 5: Active PFAC or Patient Representation on Committee

Patient and/or family representatives from the community have been formally named as members of the patient and family advisory council (PFAC) or hospital committee (e.g., quality committee, infection prevention committee or safety committee).