

## ***Patients and Families as Leaders: Tips, Tools and Resources***

Welcome to the Patients and Families as Leaders Learning Network. We'll send you monthly updates with tips, tools and resources you can use as you embark on this journey to engage patients and families more fully in the health care system.

Thank you to everyone who attended the event on June 10. Many of you asked for additional resources from the workshop. Please visit <http://q-corp.org/programs/partner-for-quality-care-initiative/patient-centered-care> for more information and resources.

### **Tip of the month: Make the business case for patient- and family-centered care within your organization**

One way to get leadership on board with implementing patient- and family-centered care (PFCC) is to make a strong business case. A recent article appearing in *Healthcare Financial Management Association* examined the financial and business benefits that resulted when 125 health care institutions practiced the Planetree model of patient- and family-centered care.

Among the benefits:

- increased patient satisfaction
- increased staff retention
- enhanced staff recruitment
- decreased length of stay
- decreased ED return visits
- fewer medication errors
- improved liability claims experience

The reference for this article is "Building the business case for patient centered care," Charmel, P. A., & Frampton S. B. (2008, March). <http://www.planetree.org/HFM-business%20case%20for%20Planetree.pdf>

An additional article you might find useful is "Patient-Centered Management of Complex Patients Can Reduce Costs Without Shortening Life," *American Journal of Managed Care*, February 2007 (cited by Bev Johnson at June 10 event). <http://www.ajmc.com/issue/managed-care/2007/2007-02-vol13-n2/Feb07-2452p084-092>

### **Questions?**

Have a question? Need examples of what other medical organizations have done? Email us at [patientengagement@q-corp.org](mailto:patientengagement@q-corp.org)

*Next month we'll talk about how to get, recruit, and interview patient advisor candidates!*