Organization Leadership to innovation Family-Centered Care (FCC) for Patients

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1. Introduction/ Purpose

There is a typical hospital culture which is called ‘Family Centered Care (FCC)’ for the patients in South Korea. In particular, hospital environment such as food serving, clothing, and shelter for the patients including family members who stay in the hospital for 24 hours is an important part of FCC for patient. It is important not only to understand FCC for patient as a cultural diversity management but also perform prevent infectious diseases such as scabies and to ensure infection control, patient safety. This QI project initiated HEALTH (Hospital Experience - eAting, bedcloThing like a Home) activities to innovate FCC for the patent to improve the positive patient experiences beyond patient satisfaction. The aim of this project was to evaluate quality improvement about organizational leadership to innovate FCC for the patient that highlighted eating, bedclothing services during hospitalization.

2. Methods

Between March 2 and December 16, 2017, 299 adult inpatients were recruited from Yonsei cancer hospital. 175 patients and 165 nurse by a convenience sampling for recruiting this project was enrolled. 5 survey items consists of the satisfaction related to patients’ experience, needs about bedclothing including type of services, appropriate delivery, education requirement about diet during hospitalization, additionally cost effects were analyzed. The types of benefits and costs that arise from HEALTH project were identified.

3. Results

Patients’ satisfaction about bedding service was 4.3 out of 10. 87.1% of total nurses who were responded that improvement of bedding service was needed for positive patients’ experiences and establish effective infection. This QI project was actively involved in quality improvement initiatives focused on measuring cost-effectiveness through activities including sending text message before being hospitalization, bedding delivery system for caregivers and family members on admission day. The types of benefits of QI project were categorized with ‘Infection control’, ‘Changing patients’ safety culture’, ‘Decreasing customers’ complaints’ and ‘Improvement of employees’ satisfaction’ More than 90% of admitted patients were satisfied with diet posters, which is ‘How to Eat’, about pre - postoperative diet and during chemotherapy. The expected cost saving was estimated calculated approximately $ 648 per day at inpatient units.

4. Conclusions

• Activities to assure the adequacy and performance of FCC for the patient, improve quality, and achieve effective control of hospital costs need to be harmonized.

• Multidisciplinary approach are critical to the delivery of high-quality, efficient care.

• FCC for the patients' management should be monitored continuously, and prepared to identify the problems affecting infection control in clinical setting.