

29th International Conference on

FAMILY NURSING & HEALTH CARE

3rd World Congress on

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PATIENT SAFETY & NURSING HEALTHCARE

October 19-20, 2018 | New York, USA



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Examining the relationship between high-performing person and family engagement (pfe) hospitals and quality and safety performance

Implementation of PFE in the health care setting has shifted the paradigm away from the exclusive reliance upon process improvements singularly involving clinicians driving clinical outcomes to a more holistic approach designed to achieve healthcare safety and quality through the fostering of partnerships with patients, families and caregivers. However, the lack of consensus continues in understanding the evidence of effective ways to increase adoption of Person and Family Engagement (PFE) practices in relationship to achievement of improved outcomes. This session will provide background on Person and Family Engagement (PFE) strategies within the healthcare quality and safety environments and share findings of the Vizient Patients First study; one which scientifically examines the relationship between PFE and the clinical outcomes of readmissions and falls. Findings demonstrate a correlation between PFE being fully implemented and the evidence of improvements in clinical quality outcomes and the specific activities and processes found to most impact these improvements. Study findings support clear evidence of effective PFE strategies that have impacted patient quality indicators.

Objectives:

- Understand the correlation between Person and Family Engagement and improved outcomes (readmissions and falls)
- Discover the key drivers to success for high-performing PFE hospitals
- Learn strategies and tactics hospitals can make to improve outcomes.

Biography

Knitasha V Washington is a fellow of the American College of Health Care Executives (ACHE) and received her Doctorate of Health Administration Degree from Central Michigan University, Masters of Health Administration from Governors State University and Bachelor of Arts with a focus in Business Administration from Chicago State University. To her credit have been extended many nominations and awards including, 2017 CMS Leadership Award, 2014 Governors State University Luminary Pioneer Award, 2014 Illinois Department of Public Health Excellence in Community Health Leadership Award, 2013 American College of Healthcare Executives Regents Health Care Leadership Award, 2009 NAHSE National Young Healthcare Executive Award and the featured cover story for the Spring 2010 of Girlfriends Health Guide Magazine.

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