

## **EP02.07**

### **Improving healthcare through patient and family centered care**

*Ani Bodoutchian(1), J Megna(2), A Capone(3)*

*(1) Southside Hospital, Northwell Health Dept of Family Medicine, Bayshore, NY, USA*

*(2) Southside Hospital Administration Department, Northwell Health, Bayshore, NY, USA*

*(3) Southside Hospital at Northwell Health, Department of Quality, Bayshore, NY, USA*

*Corresponding author: Dr Ani Bodoutchian, Northwell Health, Family Medicine, West Babylon, NY, USA. E-mail: abodoutchian@gmail.com*

**Background and Aim:** When we think of improving healthcare, the immediate thought is new innovations and low cost. Patient safety and family involvement is the essence of quality family medicine. This type of nurturing sets the foundation of patient and family centered care in any health care organization's success. Patients and family have a level of confidence and trust with their care when hospital team-members demonstrate a culture of team based care. Our mission was improve our hospital's culture of the way we deliver care by implementing quality improvement processes that highlighted patient safety and involvement in their care.

Our aim was:

1. Find the gaps in the process of quality, patient and family service, safety and involvement in overall patient care and education in the importance of good outcomes and
2. Multi-disciplinary team-based approach impacted a more efficient hospital stay which leads to greater patient and family satisfaction outcomes.

**Methods:** Multi-disciplinary team approach implementing processes to increase patient safety and decrease negative quality outcomes.

**Results:** Initially, patient and family engagement in understanding of their illness and treatment was 71.2%. in July, the decrease in scores was due to a lack of partnership of physicians, nursing, and staff engagement.

Since that month, we have implemented quality processes that have improved in our patient and family safety and involvement in their health care. The overall health care organization moral has increased as well as quality outcomes.

**Conclusion:** Maximizing our hospital operational efficiencies using the SWOT process has introduced change and improved understanding of the influences in patient and family centered care. We stand committed to our patients/their families as well as our staff in moving forward to taking healthcare to the next level in the importance of staff and patients engagement in their care.