Congratulations to Nebraska HIIN participating hospitals on their work toward meeting patient and family engagement metrics.

**National and HIIN HIIN comparison: Percent Implemented of Reported**

<table>
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<th>Metric: Patient Family Engagement Deep Dive</th>
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**Reductions Resources**

Many hospitals prioritize patient or family representative engagement as a means to successful transitions in care. effort should be made to secure a seat for patient or family representatives on the board. The board can serve as a platform for engaging patients in conversations about hospital policies and procedures, receiving feedback, and sharing in decision-making processes. A formal Patient and Family Advisory Council (PFAC) is considered best practice, but don’t let this scare you from taking steps to engage your patients, families, and communities. For those of you just starting, there are small tests of change that can allow you to find how this will work for you. As you move forward, here are some ideas to still meet the intent of this metric:

- **Hold small focus groups with community members focused on a specific topic at hand.**
- **Identify and prepare at least one PFA (and ideally, at least three to four) from the community to serve as patient representatives.**
- **Download and share the Readmissions Data Collection Fact Sheet.**
- **Download and share the Readmissions Change Package.**
- **View the Readmissions White Board Video Series.**
- **Project ACHIEVE**

**Patient Family Engagement - Deep Dive (cont’d)**

**Social Risk Factors**

Social risk factors, such as low income, poverty, and lack of education, can significantly contribute to higher readmission rates. Medicare patients dually eligible for Medicaid may be more likely to experience social risk factors associated with higher readmission rates. In FY 2019, the Hospital Readmissions Reduction Program stratified hospitals based on their share of Medicare patients dually eligible for Medicaid to account for differences in the prevalence of poverty, a social risk factor associated with higher readmission rates. This study found that hospitals in states with higher Medicaid eligibility cutoffs, the share of Medicare patients dually eligible for Medicaid could rise by $12.3 million, according to a report from the Patient-Centered Outcomes Research Institute (PCORI). This study is focused on evaluating current care transitions efforts across the country.

**FP Strategy: Using Readboards for Patient and Family Engagement**

**Reductions practice shifts when adjusted for social risk factors**

Research has shown that hospitals with greater shares of dually eligible beneficiaries could face reduced penalties, as are hospitals in states with higher Medicaid eligibility cutoffs. For those hospitals with the greatest shares of dually eligible patients, the study found that these hospitals could see a reduction in readmissions penalties when adjusted for social risk factors.

**Research into other hospitals in each milestone.**

Starting a PFAC can be a daunting task but try to start somewhere small and celebrate the wins just starting, there are small tests of change that can allow you to find how this will work for you. As you move forward, here are some ideas to still meet the intent of this metric:

- **Identifying elected or appointed board members to serve in a specific role, with a written role definition, representing the patient and family voice on all matters before the board.**
- **Requiring all board members to conduct activities that connect them closer to patients and families, such as visiting actual care units in the hospital two times per year and/or attending patient or family education events.**
- **Focusing efforts on those with the highest proportion of beneficiaries with disabilities are more likely to see a reduction in penalties.**
- **Identifying roles that come with each milestone.**
- **Strong engagement with patients and families leads to more successful transitions in care.**

**Project HIIN**

**June 8 | Bennington | Register**

**June 11 | La Vista | Register**

**June 12 | La Vista | Register**

**June 13 | La Vista | Register**

**June 14 | La Vista | Register**

**June 17 | La Vista | Register**

**June 18 | La Vista | Register**

**June 19 | La Vista | Register**

**June 25 | La Vista | Register**

**June 26 | La Vista | Register**

**June 27 | La Vista | Register**

**June 6 | St. Paul | Register**

**June 13 | St. Paul | Register**

**June 20 | St. Paul | Register**

**June 27 | St. Paul | Register**

**July 25 - 27 | San Diego | Register**

**August 1-3 | Deerfield Beach | Register**

**August 14-16 | La Vista | Register**

**August 21-23 | La Vista | Register**

**August 28-30 | La Vista | Register**

**September 11-13 | St. Paul | Register**

**November 3-6 | San Antonio | Register**