

Hearing Their Voice: Developing an Advisory Council

The Problem

Receiving care in an ICU can be extremely stressful on patients and families alike. Part of delivering patient-centered care is to ensure that the overall experience goes as smoothly as possible. The only way to truly understand what can be done to improve the ICU experience setting is to gather feedback directly from patients and families.

Aim/Goal

To develop a council through which we can identify key improvement areas and prioritize specific projects to enhance the patient and family ICU experience. Since this is one of the first councils of its kind at BIDMC, the aim is that this work will be used as a model for other department-specific advisory councils.

The Team

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Jane Foley, RN, BSN, MA

Barbara Sarnoff Lee, LICSW

ICU Physician Directors

Wendy McHugh, RN

ICU Nurse Managers

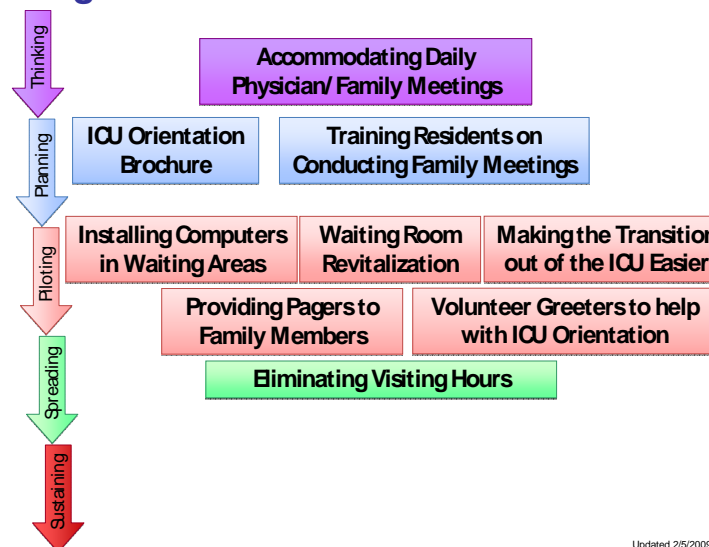
Sabrina Cannistraro, MSc

ICU Experience Task Force – a multi-disciplinary group of front-line providers involved in planning and implementing various projects

The Interventions

- Identifying potential participants by asking physicians, nurses and social workers to name possible candidates
- Developing screening criteria and a standard set of interview questions.
- Screening candidates through initial phone calls to gauge interest and willingness to commit
- Conducting face-to-face interviews with those candidates who meet selection criteria and are willing to commit to serving on the council
- Holding bi-monthly meetings with the group
- Feeding Advisory Council input back to frontline providers and to the Critical Care Executive Committee

Progress to Date



Lessons Learned

Taking the time, up front, to screen and interview potential advisory council members is critical to the groups functioning and success.

There needs to be clarity about the roles, responsibilities and expectations for the council group members.

There is always attrition in groups, so it is important to recruit twice as many people as you would like to have at each meeting

Projects should be brought to the group at the planning, rather than the conceptual, phase so they can give feedback accordingly.

It is important to keep participants interested and to finish a set of projects within their committed time frame.

The group is capable of giving concrete and usable advice

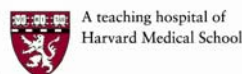
Next Steps:

Move projects into the spreading and sustaining phases of development.

Recruit new members for the next year (2009-2010)



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