PAUL FLORENTINO PATIENT- AND FAMILY-CENTERED CARE AWARDS APPLICATION GUIDE

History

This award celebrates the life of Dr. Paul F. Florentino (1955–2011). Florentino's career took him from work as a former Air Force flight surgeon to deputy commander of medical services at the National Naval Medical Center. In this role, he helped guide the integration of the naval facility with Walter Reed Army Medical Center. Born in Brooklyn, N.Y., he earned a bachelor's degree magna cum laude from Colgate University and his medical degree from St. Louis University School of Medicine. He would go on to teach future doctors as a faculty member of the Uniformed Services University of the Health Sciences, where he focused on pulmonary and internal medicine.

Florentino spent his career in pursuit of clinical excellence and dedication to patients and their families. On top of his job at the medical center, he also served as governor of the Virginia Chapter of the American College of Physicians. As a member of the board of the National Naval Medical Center, he championed efforts toward patient- and family-centered care, a novel idea in 2008 that he came to embrace. The values behind this kind of care — dignity, respect, compassion, and sharing — were those Paul Florentino lived in his professional and personal life.

Description

The Paul Florentino Patient- and Family-Centered Care Award competition provides an opportunity for individuals or teams to demonstrate their dedication to providing excellence in health care and promoting a culture that is patient and family centered.

The Florentino Award recognizes staff members that have shown initiative and commitment to enhancing health care so that it is patient- and family-centric. Dr. Paul Florentino was a physician who championed the idea that service members and their families play key roles in their successful treatment. In fact, their engagement fosters a safer health care system.

The competition is designed to highlight the development of programs and services that strengthen excellence in health care. The Florentino Award honors staff members and programs that enhance patient experience, patient and family engagement, team communication and collaboration, safety, and ultimately, quality of health care.

What is Patient- and Family-Centered Care?

Patient- and family-centered care is a health care approach in which patients and family members are treated with dignity and respect, encouraged to take part in their care, in a safe, comfortable environment that promotes emotional, spiritual, and physical well-being. Patient- and family-centric health care improves safety, treatment adherence, and overall quality of care and experience for the patient. This kind of care also fosters a culture in which health care providers are respected and appreciated.

Tenets of Patient- and Family-Centered Care

Adapted from materials by the Institute for Patient- and Family-Centered Care (http://www.ipfcc.org/faq.html)

1. *Patient and families are treated with dignity and respect*
   - Health care practitioners consider patient and family values, needs, and preferences in their health care.
   - Practitioners plan and deliver care, keeping in mind patient and family knowledge, values, beliefs, and cultures.
   - Practitioners coordinate care in a timely manner, to ensure smooth transitions from one health care setting to the next, to ensure smooth transitions from one health care setting to another.
2. *Open and honest information sharing*

   Health care practitioners share full information on important medical steps with patients and families in an unbiased and meaningful way. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making

3. *Active Participation*

Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

4. *Collaboration*

Leaders of health care institutions collaborate with patients and families in activities such as these:

- Policy and program development, implementation, and evaluation
- Health care facility design
- Professional education
- Effective, efficient, and excellent delivery of patient care

Application Process and Requirements

The abstract submission period is *01–30 January, 2017,* with a final deadline of *30 January*. Please submit your package to dha.bethesda.wrnmmc.mbx.researchandinnovationmonth@mail.mil.

You will receive an email confirming that the package was received and a notification if any of your submitted materials are missing. You have until close of business of *06 February, 2017* to send all required material.

In addition, please set aside time to draft the text and illustrations of a poster for Poster Display Week *(01-05 May, 2017).* This is a requirement for the Case Report Award.

Judges from both the National Capital Region Medical Directorate and the area's professional community will assess the projects. These judges will bring expertise in research, safety and quality improvement, patient education, and health care innovation. They will include health care beneficiaries of the region's military medical centers.

Eligibility Requirements

All military treatment facilities in the National Capital Region including inpatient and outpatient clinics, dental clinics, and ancillary departments that provide direct or indirect patient care (e.g., library, facilities, food service, and housekeeping) are eligible to submit a project on topic areas outlined in the guidelines.

The Department of Research Programs and the Florentino Award Committee will review all applications, which may focus on one of five areas:

1. Enhancing patient experience
2. Patient and family engagement
3. Team communication and well-being
4. Safety
5. Quality of health care

Examples of Projects

- Developing support groups for patients, family members, or both
- Creating patient and family communication tools
- Designing workshops, support groups, and education materials for patients and family members
- Enhancing processes that impact health care quality and safety
- Improving access to care
- Coordinating teams to provide efficient and warm handoffs for patients and families
- Developing education materials for patients and families
- Launching wellness programs for patients, families, and staff

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Application Instructions:

Applicants must submit a PowerPoint slide, in poster format, addressing each of the five components: *Abstract, Introduction to the Problem, Methods, Results,* and *Conclusion*. Please use concise statements, supporting them with quantitative or qualitative information.

Selected applicants will present their posters on *04 May, 2017.* Posters must be 48 by 72 inches. In cases of team submission, finalists may select one representative to provide a 5-7 minute guided oral presentation summarizing the project to the judges and audience. Please see scoring guidelines for more information.

After the brief summary, the judges and audience members will have an opportunity to interact with the presenters. First-, second-, and third-place winners will be selected by the panel of judges. First-place winner will have an opportunity to present their project at Research Symposium II at Memorial Auditorium on *10 May.*

Abstract (300-word limit)

- Background
- Concise statement of the project initiative and objective(s)
- Brief description of how the objective was achieved and evaluated
- Summary of the end result
- Conclusion

Introduction (350-word limit)

- Background
- Explanation of the problem
- Define the purpose of the project
- Description of the initiative or project

Methods and Approach (800-word limit)

- Project design
- Resources and tools used (include description of team)
- How project/initiative was implemented
- If research or performance improvement project, include number of participants and data collected
- Length of time over which project was implemented
- Metrics used to determine outcome

Results (800-word limit)

- Description of the outcomes from initiative
- Data in tables and/or graphs (if applicable)
- Impact of the initiative

Conclusions and Future Directions (500-word limit)

- Describe how the project addressed the goals stated in the introduction
- Explain how the idea may be applicable to other areas in health care.
- Was there any feedback from patients or families after completion? If so, how will the project be implemented further?
- Explain why the initiative improves patient- and family-centered care.

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Scoring Sheet

Name of Candidate:

Award: Paul Florentino PFCC Awards
Agency, Institute:

Presentation Title:

Presentation Type: Guided Poster Final ID:

Session:
When/Where:

Time of visit to poster: _____

Circle only one: Contestant Present Contestant Absent Poster Not Located

Quality of Presentation and Research

Completeness: Abstract, Introduction, Methods and Approach, Results, Conclusions (0–10 pts.)

Content: Soundness of approach or methodology, results and discussion, and the relevance to patient- and family-centric care (0–10 pts.)

Context: Background, relevance, significance of contribution (0–10 pts.)

Clarity: Clear and logical presentation (0–10 pts.)

Mastery: Depth of understanding and knowledge of field and best practices for patient- and family-centered care (0–10 pts.)

Mark 0–50 pts. _____

Oral Delivery

Mechanics: Timing and clarity of speech (0–10 pts)

Style: Enthusiasm for subject, and ability to engage the audience (0–10 pts)

Mark 0–20 pts. _____

Visual Impact

Mechanics: Overall layout and clarity, effectiveness in reinforcing presentation (0–10 pts.)

Style: Innovative use of imagery and layout, engaging (0–10 pts.)

Mark 0–20 pts. _____

Defense of Presentation

Clarity of answers to questions, demonstrated knowledge of work by responding to judge's questions

Mark 0–10 pts. _____

Summed Total Score (maximum 100 pts.) _____

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COMMENTS (e.g., suggested areas of improvement, most impressive aspects, strengths, and weaknesses):

_____

_____

_____

_____

Reviewer: Date:

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Abstract

(*The body of the submitted abstract will appear below.)*

Two points of contact:

Name, email, phone _____

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Abstract: