

WE HAVE EXPERIENCE AS PROBLEM SOLVERS

Not every user of care in your hospital is the right fit as an advisor. As in any team, evaluating candidates for a position on your PFACQS® is crucial. Patients, family members and staff differ in their capacity to listen, to work well with others, to generalize from their own experience empathetically to the concerns and priorities of others. Many of our clients came to us with avoidable problems that predictably occur when patient and family advisory councils are not well designed.

Our experience can help you avoid the pitfalls involved in recruiting, organizing and running a successful advisory council that fits your specific needs. Our tools and strategies are focused on helping you find the PFACQS® members enthusiastic about helping your organization excel in producing the win/win result of improved outcomes, and Safety Across the Board!

We get it and we have compiled a variety of ways to help your staffers “get it” too. Our face-to-face consultations, educational resources and webinars will help motivate your team, keep them engaged and troubleshoot if necessary.



INCLUDING THE PATIENT’S VOICE

Engaging patients and families is critical to achieving Safety Across the Board. Incorporating the patient voice into hospital operations actively facilitates quality improvement. Patient and Family Advisory Councils support the Safety Across the Board efforts of the organization by empowering the advisors through training to partner and making them familiar with what is being measured.

H2Pi CLIENTS INCLUDE:

MedStar Health

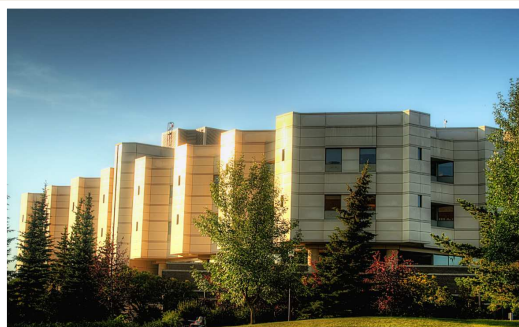
Vizient, Inc.

The Georgia Hospital Association

MacNeal Hospital

The University of Chicago

University of New Mexico Hospital



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THE HEALTHCARE AND PATIENT PARTNERSHIP INSTITUTE



2 VOICES, 1 CONVERSATION

PATIENT AND FAMILY ENGAGEMENT:
A PARTNERSHIP APPROACH

PRINCIPALS:

VICTORIA NAHUM

ARMANDO NAHUM

MARTIN J. HATLIE, JD

TIMOTHY McDONALD, MD





H2Pi assists hospitals establish Advisory Council infrastructure for healthcare workers, patients & families to collaborate as partners in continuously improving outcomes & achieving Safety Across the Board.

The H2Pi approach models partnership and expedites your ability to sustainably improve patient satisfaction, reduce risk and instill an authentic culture of patient- centered care.

Health Affairs calls Patient and Family Engagement the “blockbuster drug of the 21st Century.”

Preventing medical harm is everyone’s business. Now more than ever, patients and families expect optimal outcomes and are eager to help their hospitals keep them safe from harm.

Why H2Pi?

We model partnership



H2Pi came together when patient advocates Victoria and Armando Nahum approached professional leaders Tim McDonald and Marty Hatlie with an invitation to share tools and work together. We know how much users and providers of care learn from each other when communication about harm is open and respectful because we experience it ourselves. The tools we offer benefit from our combined varied perspectives on preventing harm and responding with empathy and compassion for all involved when it occurs.

The H2Pi approach is designed to establish an effective organizational structure your hospital can use to create and nurture the head/heart connection that fully engages us as patient/family advisors and professional care providers in systemically learning and improving outcomes.

We are “in action” locally, nationally and internationally

H2Pi has been shaped by experiences with clients and partners from around the world. We work with small stand alone hospitals or larger systems. Our clients include teaching institutions and hospitals in urban, rural and midsize city settings.

