

## Achieving Excellence in Healthcare Through Patient Engagement

October 14, 2013

Providence Cancer Center, Portland, OR



### Background

Patient and family-centered care is the foundation of many efforts to improve health care, including Patient-Centered Primary Care Homes and coordinated care organizations. But how do health care organizations successfully engage patients and families in planning and decision making? What is the role of leadership in ensuring the success of these programs?

On October 14, 2013 the Oregon Health Care Quality Corporation, CareOregon, PeaceHealth Medical Group and Providence Medical Group co-hosted a daylong event, *Achieving Excellence in Healthcare Through Patient Engagement*, highlighting patient engagement initiatives in Oregon and the important role of leadership. The objectives of the event included the following:

- Highlight the importance of partnering with patients for system improvement to achieve patient and family centered care
- Learn effective ways to partner with patients
- Network with other patient advisors and leaders

The following images are graphic recordings of the presentations and discussions at the event as captured by Nitya Wakhlu of Nitya Wakhlu Innovations, LLC, an organization that specializes in the use of Visual Thinking and Experiential Learning to facilitate individual and organizational learning and change.

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# 1. Patients and Families as Partners: The Leadership Imperative

Anna Roth, Chief Executive Officer, Contra Costa Regional Medical Center and Health Centers

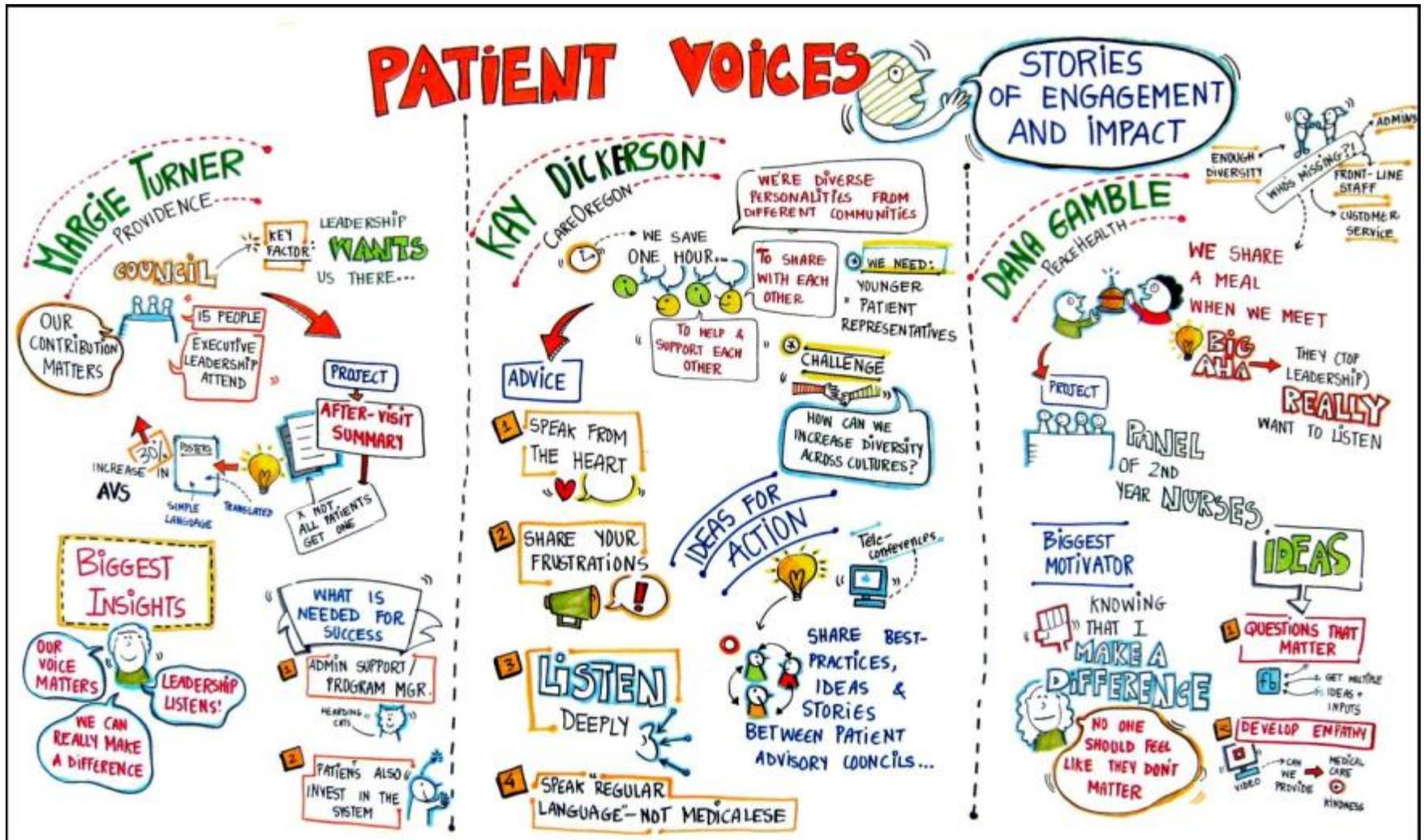


## 2. Patient Voices: Stories of Engagement and Impact

Margie Turner, Providence Medical Group Patient and Family Advisory Council

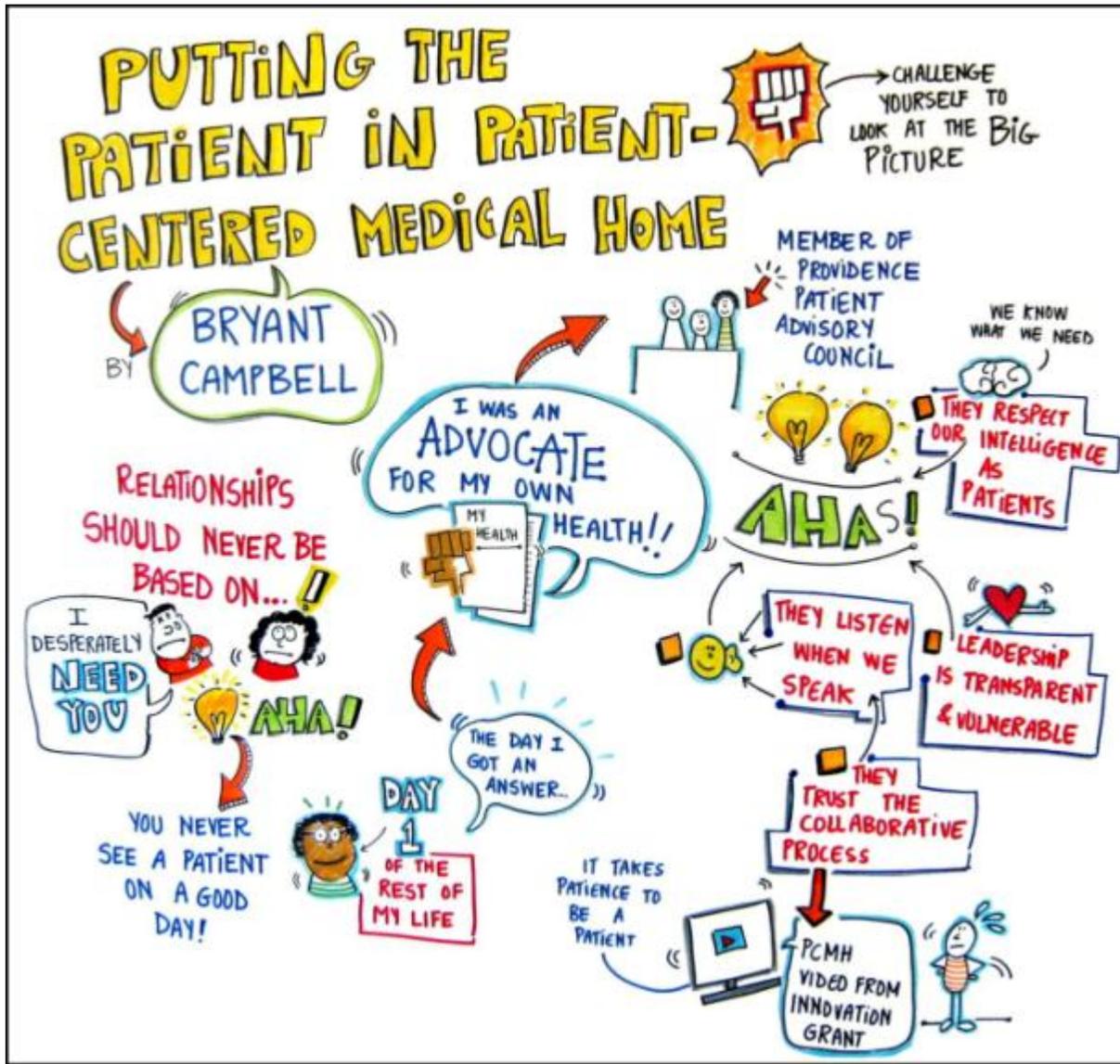
Kay Dickerson, CareOregon Community Health Engagement Advocates

Dana Gamble, PeaceHealth Medical Group Patient Advisory Council



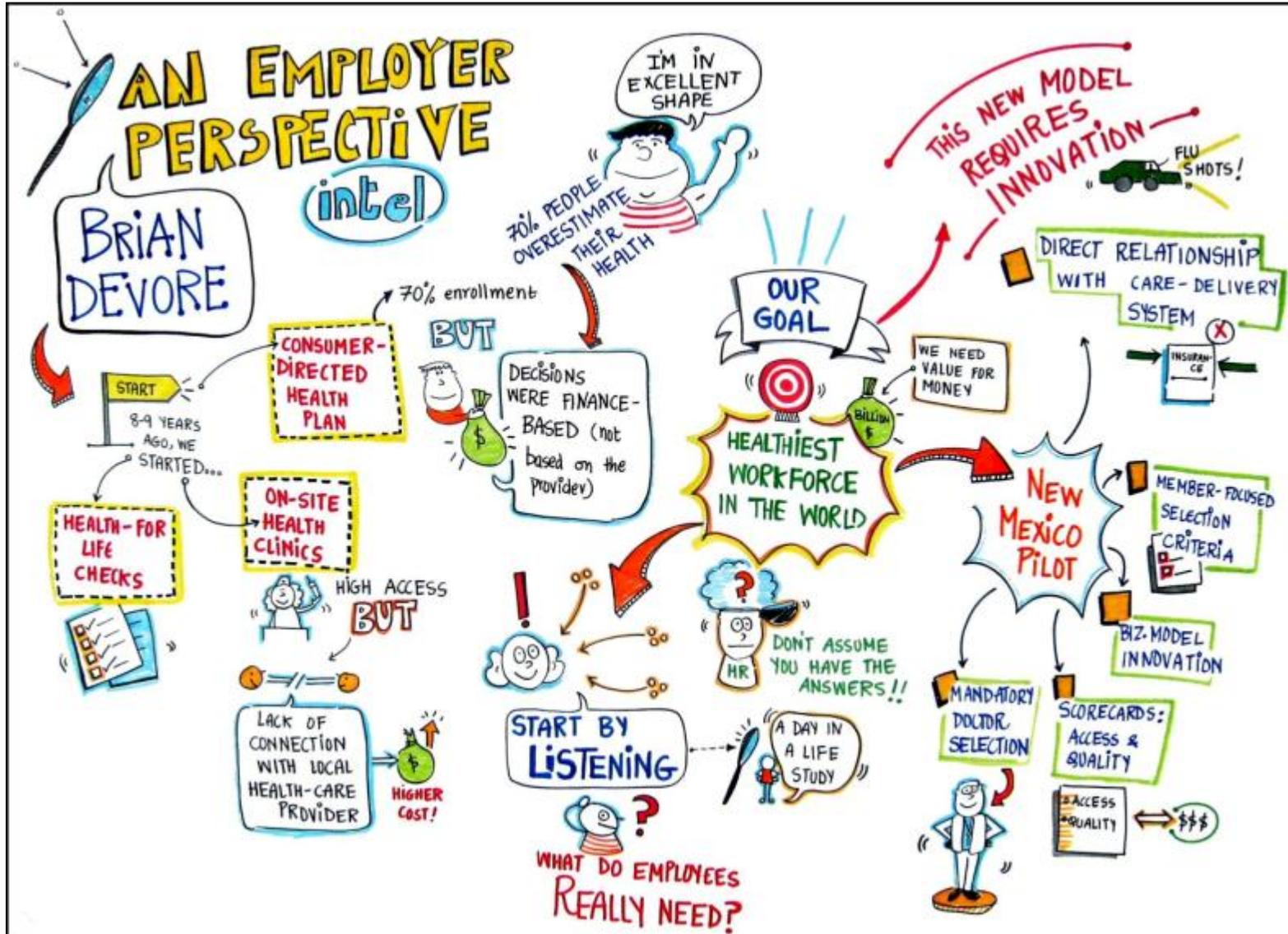
### 3. A Patient-Centered Medical Approach to Developing a Home

Bryant Campbell, Patient Advisor, Providence Medical Group Patient and Family Advisory Council



#### 4. An Employer Perspective

Brian DeVore, Director of Strategy and Healthcare Ecosystem, Intel



## 5. Learning from Each Other

Providence Medical Group Patient and Family Advisory Council



## 6. Learning from Each Other

CareOregon Community Health Improvement Advocates



7. Learning from Each Other  
 PeaceHealth Patient Advisory Council

